

Partner Success Story

aquiss





Background

AQUISS WAS SEEKING A NETWORK PARTNER WITH A SHARED PASSION FOR TOP-CLASS CUSTOMER SERVICE AND HIGH-QUALITY CONNECTIVITY SERVICES

Early in 2024 the relationship that Aquiss had with its existing network partner had broken down and the business was looking for a network partner who shared its passion for customer service and delivering high quality connectivity services and which could also support a number of technology improvements to deliver the best possible service to its customers.

That's when they engaged with VeloxServ!

THE REQUIREMENT

A network provider who could provide an extensive and competitive portfolio of connectivity solutions.

THE SOLUTION

A managed transfer of thousands of circuits from customers across the UK to VeloxServ's state of the art network.

THE BENEFITS

- Delivery is like an extension to the Aquiss team
- Access to extensive and developing networks
- Competitive pricing to enable growth

"One of our main concerns with our previous supplier was not getting access to further and extensive networks. VeloxServ has delivered exactly as we needed, giving us an extensive and competitive portfolio of solutions. As a result, we have seen an average 17% monthly growth in the business."

Martin Pitt, Founder and Managing Director of Aquiss.



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The process has been flawless, seamless and transformative to the business."

Martin Pitt, Founder and Managing Director of Aquiss.

CUSTOMER FOCUSED

Aquiss is an independent, vibrant, family-owned Internet Service Provider business, founded in 2005. The company offers home and business broadband, leased line connectivity and web hosting services and it prides itself on being an extremely approachable company to work with, which is reflected by the length of time that customers stay with the company.

A SHARED VISION

The company needed a network partner that shared its values. From the first meeting VeloxServ, to running the first circuit tests, the process took less than two weeks. VeloxServ was then tasked with taking an extensive list of technical requirements from Aquiss, which they delivered to exactly to the right specification. The decision was then made within 30 days to begin a managed transfer of thousands of circuits from customers across the UK to VeloxServ's state of the art network.

THE SUMMARY

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Want to partner
with us?

Contact us at:

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