

Prime ICT

Success Story





1GB LEASED LINE FOR A CARAVAN PARK STRENGTHENS PARTNERSHIP BETWEEN PRIME ICT AND VELOXSERV

When a rural static caravan park in Worcestershire engaged with Prime ICT to install a Wi-Fi solution to allow its residents to have a solid and reliable connection to the Internet, it became clear that a 1GB leased line was the required solution. After difficulties with their initial supplier, Prime ICT called upon VeloxServ. They had already founded a positive relationship with VeloxServ for datacentre services and once they were made aware of their connectivity offering, this gave them the confidence to engage with them...the result was a connection installed within a month and an even stronger ongoing relationship focused on the highest levels of customer service.

THE REQUIREMENT

A solid and reliable connection to allow residents to benefit from Wi-Fi internet on the caravan park.

THE SOLUTION

A gigabit capable leased line that would enable the stable connection required to run the Wi-Fi solution.

THE BENEFITS

- A cost-effective connectivity solution
- Confidence in a great level of customer service.
- No install is too much hassle despite the location or timescales

"The services we receive from VeloxServ allow us to offer cost effective broadband solutions to our customers that we know are backed by great customer service and reliability which allows us to scale the businesses product offering moving forward, allowing us to focus on providing a great service to our clients."

Jack Hubbleday, Technical Director of Prime ICT.



"The support we receive from VeloxServ is second to none. No matter the time, we can always expect a reply in an acceptable timeframe which is in line with the expectations we set to our customers."

Jack Hubbleday, Technical Director of Prime ICT.

COMMUNICATION IS KEY

When a project to install a 1GB leased line into a rural caravan park to enable Wi-Fi for the site had come to a standstill and communication had broken down, Prime ICT lost confidence in their provider and needed to look elsewhere.

BUILDING ON A STRONG RELATIONSHIP

Prime ICT was established in 2023, offering technology services including IT support, telephone systems and connectivity services to businesses based primarily in and around the Midlands but as far afield as Bournemouth and Manchester. The company prides itself on customer service, so when the search began for another provider for the leased line, that was the primary attribute they were looking for...and the answer didn't lie far from home!

"We saw this same spirit in VeloxServ through the use of their datacentre products which in turn gave us the confidence that we would receive a great level of service from the team when it came to provisioning this service for the customer," said Jack Hubbleday.

IDENTIFYING THE ISSUES AND FINDING THE SOLUTION

The solution provided by VeloxServ involved picking up the install from a previous provider's failed attempt and identifying what the issues there were from the upstream provider. The VeloxServ team advised on what went wrong and how to resolve it to move forwards. Once the issues were rectified, VeloxServ got the ball rolling with the upstream provider and had them complete the line install ready for us to make it live.

MANAGEMENT OF THE WHOLE PROCESS

VeloxServ provided a 1GB leased line, a managed Juniper router to manage the circuit and importantly, they managed the entire installation process from handover from a previous provider to completion...they had their part of the project wrapped up in under a month!

THE SUMMARY

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The final install at the caravan park

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Jack Huddleday, Technical Director of Prime ICT.

Want to partner
with us?

Contact us at:

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