



When Maintel  
needs a trusted  
connectivity partner.  
**WE PERFORM.**

#### Case study

Maintel's enterprise and public sector customers needed WAN solutions and always-on connectivity. Our experience of delivering trusted networks, that can support even the most critical of services, gave Maintel peace of mind.



# Enabling Maintel and its customers to connect without fear of downtime

## The challenge

We have worked with Maintel – the UK's leading independent provider of managed communications services – for over ten years, during which time we have delivered a range of networking solutions for the enterprise and public sector market. Maintel prides itself on delivering services that are shaping today's information and communications technology landscape and recently turned to us to deliver Ethernet wide area networking services. With the ever-changing connectivity needs of Maintel's enterprise and public sector organisations, we needed to offer a flexible service that could support the organisation's growth.

SSE Enterprise Telecoms' state-of-the-art Ethernet service enables Maintel to connect its customers' premises, data centres and third party data centres to the Maintel's managed service core, known as its Intelligent Cloud Optimised Network (ICON). ICON delivers converged communications solutions, including video and voice conferencing, mobile calling, VoIP and business collaboration services to Maintel's customers. Our trusted network gives Maintel and its end-users the assurance that these critical services are available around the clock, without fail.

## The outcome

We understand that Maintel's enterprise and public sector customers – who range

from retailers, to local councils, academic institutions and insurance firms – demand wide-area network (WAN) solutions and always-on connectivity. To this end, we delivered a high capacity, Ethernet wide area networking service, which enables Maintel and its end-users to communicate seamlessly, without fear of downtime. Our heritage as a trusted network provider, with extensive experience in supporting critical services, gave Maintel the peace of mind that we could deliver against this latest requirement.

The quality of our customer service was also important to Maintel, as it improves the service it can pass on to its own customers. These include reduced project lead times thanks to SSE Enterprise Telecoms' Supplier +5 day commitment, which mean that Maintel's end users receive their services far sooner and benefit from a shorter 'order-to-invoice' service. The auto acceptance of Excess Construction Charges (ECCs) also greatly reduces delays and minimises costs for both Maintel and its end users.

Our project management and finance teams collaborate daily to ensure that there is an open line of communication and any issues can be rapidly resolved. There are also formal quarterly service reviews to ensure that the service Maintel and its customers receive is consistently first-class.

Furthermore, we understand that pricing transparency is important to Maintel.

With this in mind, our online price comparison tool, LIVEQUOTE, provides a comprehensive overview of our services, which has allowed Maintel to specifically tailor its solutions to meet its individual customers' requirements.

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**“Modern businesses must ensure that they are connected effectively to make them more productive and responsive to customers and colleagues. The increasing use of both public and private cloud services makes this even more important – with the quality of the network connections absolutely critical. SSE Enterprise Telecoms has enabled us to deliver reliable converged communications services to our customers. They work hard to provide the most robust solutions, and took time to understand our specific needs, allowing us to focus on what matters most – delivering highly reliable, ‘always on’ and innovative services to our clients. SSE Enterprise Telecoms’ philosophy to deliver solutions that are driven by our customers’ commercial needs, rather than their own technical infrastructure, was also very important to us.”**

Rufus Grig,  
CTO, Maintel

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## About Maintel

Maintel is a fast-growing provider of managed communications services for the private and public sectors. They're experts at securely connecting our customers in the office, on the move and in the cloud.

They make collaborating and communicating simple, flexible and secure for employees, partners and customers through their committed people, respected expertise and the highest quality managed services.