

When M12 Solutions needed help getting on-board with a nautical-based customer they partnered with SSE Enterprise Telecoms.

Case study

Fareham-based provider, M12 Solutions turned to SSE Enterprise Telecoms when looking for a reliable network to provide connectivity to multiple marinas across the UK.



SSE Enterprise Telecoms deliver nine fibre Ethernet circuits in remote locations across the UK to support M12's business venture with the Yacht Havens Group

The challenge

When an opportunity arose to deliver a multi-site internet and phone system to the Yacht Havens Group, Fareham-based connectivity provider, M12 were quick to respond. They soon discovered that the marina owner and operator had a large data requirement at its nine sites and dry stacks, eight of which were in the UK, with the remaining site based in the Netherlands.

On investigation it quickly became evident, that many of Yacht Havens' marinas are based in rural areas with low internet speeds. In fact, this was causing a bottleneck to the Group's existing berth-holding Wi-Fi system, with greater demands and expectations from their customers for fast and reliable connectivity. In addition to this, M12 also recognised that the Yacht Haven's offices and buildings could also benefit from faster connectivity and dedicated lines. As a result, M12 needed to partner with an Ethernet provider that could deliver dedicated connections and high speeds to a number of difficult to reach locations.

The outcome

SSE Enterprise Telecoms was chosen to provide nine fibre Ethernet circuits across the UK; initially at 100Mbps capacity. However the solution can be easily upgraded to reach 1Gbps as and when required by the customer. All the lines were connected directly into the Harbour Exchange data centre facility ensuring that all of Yacht Havens' sites, including its head office, benefitted from high-speed, uncontended connectivity.

Crucial to M12's decision to partner with us was our reputation for excellent service delivery. With a challenging multi-site project to undertake, M12 Solutions team needed a partner they could trust to manage the process efficiently from start to finish, which is exactly what we provided. Despite having a number of hard to reach locations requiring connectivity, we were fully committed to delivering the project with M12 Solutions smoothly and in the agreed timescales.

M12 not only benefitted from our high quality Ethernet and renowned service wrap, they also made use of our online quoting and ordering portal, LIVEQUOTE.

Through LIVEQUOTE, M12 can now generate their own quotes quickly and easily, not only comparing our pricing but that of the UK's leading third party Ethernet providers. This partnership ensured that all quotes provided to M12 and its customers were the most cost-effective available.

"With an important new contract to deliver connectivity to the Yacht Havens Group, we knew that SSE Enterprise Telecoms would enable us to deliver uncontended bandwidth via Ethernet across all nine sites. Not only was their solution the most cost-competitive of all the service providers we considered, we also had peace of mind knowing that the company has such an excellent record in service delivery. With multiple challenging sites to connect, we needed a trusted network partner to help us manage the project; we've been delighted with the quality of the account team and the support we've received throughout."

Matthew Skipsey, Chief Technical Officer
M12 Solutions

About M12 Solutions

Established in 2003, M12 Solutions is a single-source solutions firm who supply all the phone systems, network services and superfast internet connections needed for its customers to improve their competitive advantage. M12 Solutions clients enjoy a close, long term working relationship and very prompt, attentive service levels which have been recognised by the business winning many significant national and local awards.

For more information, please visit: <https://www.m12solutions.co.uk>.