

Silver Cloud Data Solutions

The partnership

Silver Cloud Data Solutions (SCDS) provide Unified Communications and Managed Services to high-profile customers across industries. Partnering with Exponential-e enables them to leverage our product portfolio, innovative solutions and highly accredited status to offer more to their customers.

Challenges

- A barristers' chamber: cloud migration, installation of futureproof, best-of-breed communications tech
- A social housing provider: cloud migration, consolidation of communications onto single platform

Solution

- For barristers' chamber: High-speed, resilient, scalable connectivity; UC-One licenses; managed LAN with high-speed WiFi
- For social housing provider: centralised network with 40Gbps firewall; managed WAN servicing 22 sites; full contact centre with 200 UC-One licenses

Partner value

Business growth: since partnering with us SCDS has seen its revenues rise by 35%.



Silver Cloud Data Solutions increases revenues by 35% with Exponential-e

The Partner

Silver Cloud Data Solutions (SCDS) provide unified communications and managed services to high-profile customers across a range of industries. Partnering with Exponential-e gives SCDS access to an expansive portfolio of best-of-breed products and solutions to offer their customers.

The partnership

Silver Cloud Data Solutions (SCDS) joined the Exponential-e Channel Partner programme four years ago; they wanted to leverage our expansive portfolio of products, the innovative solutions we provide and the credibility that comes with our multiple accreditations.

'We've never known an Exponential-e fibre circuit go down,' says SCDS's Director, Courtenay Mills, 'and we know that whatever we procure from Exponential-e – whether it's connectivity, communications, security or managed services – it will be best-of-breed.'

Partnering with Exponential-e provides SCDS with world-class technology solutions, based on knowledge developed over 15 years of applied innovation. The confidence given to SCDS by Exponential-e's commitment to customer service excellence and proven ability to deliver and manage solutions is invaluable.

'After we've conducted a customer installation,' says Mills, 'knowing that Exponential-e is managing things give us the complete peace of mind we need when we're walking away from a site.'

Simplicity with one vendor

Recently, SCDS chose Exponential-e to work with them to deliver solutions for two customers who, though operating in very different sectors, were looking for similar end-results.

The first, a barristers' chamber internationally recognised as a leading family law set, wanted to install top quality communications technology, futureproofed with the organisation's continual future growth in mind.

They also wanted to move everything into a managed cloud environment, enabling them to avoid having to bring in external IT teams in the event of any technical issues.

The second customer is a social housing provider that owns over 6,000 homes and 30 sheltered housing schemes. They were saddled with an outdated, and therefore highly costly and fragile, phone system. Like the barristers' chamber, they wanted to drive communications (and ultimately their entire infrastructure) into the cloud. Their primary motivation here was to maximise cost-efficiency, in part by taking some of the complexity out of their IT. Instead of dealing with disparate systems and multiple vendors, as they had been, they wanted to consolidate: a single cloud, managed by a single cloud-services provider.

The solutions

For the barristers' chamber, SCDS and Exponential-e have installed:

- High-speed, resilient and scalable business connectivity supporting 80 barristers
- UC-One licenses for the chamber's many legal clerks to speed knowledge sharing
- Managed LAN with high-speed WiFi

For the social housing provider, we have installed:

- A centralised network secured by a high-capacity 40Gbps firewall
- Managed WAN delivering services to 22 sites
- Full contact centre with UC-One for 200 users

The business benefits

'These solutions offer just two examples of how we can now deliver peace of mind for our customers,' explains Mills. 'It's critical for us to know that the solutions we deliver to our customers both save them money and are built on a robust and secure technology platform.'

'If there are any issues, our customers know they have access to a 24 / 7 UK-based service desk, manned by IT experts who will deal with their queries on the same day they raise them. Before we implemented these solutions, these customers had multiple legacy systems, clouds and vendors to contend with; now, they have

one cloud and one vendor - and that gives them peace of mind.'

Typifying the outcome of working with us, SCDS has been able to further develop its relationship with these customers in the wake of the success of the solutions outlined above; discussions have already begun around future projects, including virtual conferencing and full cloud migrations.

The partnership benefits

Mills describes the experience of working with Exponential-e on these projects as 'mind-blowingly easy'. 'There's usually significant growing pains with this type of project,' he says, 'but with Exponential-e, everything has gone smoothly. I think this is partly down to Exponential-e's approach to delivery and support – there's consistent ownership throughout the whole process.'

'We trust Exponential-e not only to deliver solutions, but to keep an eye on them after they've gone live. This gives us the agility and freedom we need to compete for new projects.'

Mills concludes: 'Working with Exponential-e enables us to exhale once we've physically delivered a solution. We know we won't be tied up supporting the solution, which frees our resources up to go for the next opportunity'. With Exponential-e's product portfolio to strengthen their offering, SCDS's opportunities are certainly stacking up – as is their revenue, which while in partnership with Exponential-e has risen by an impressive 35%.

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About Exponential-e

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.



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