

ISP EXPANDS THANKS TO PERLE SYSTEMS

Perle's 833AS Offers A Uniquely Reliable Response To Client's Call For An Upgrade

The Challenge:

Rapid expansion had resulted in the need for a communications equipment upgrade. The company wanted to broaden its appeal, to attract customers with both V.90 analogue and ISDN connections.

The Solution:

The Perle 833AS demonstrated exceptional flexibility in its support of 12 to 120 simultaneous connections of both remote analogue, 56 Kbps V.90 and ISDN BRI users across 1 – 4 E1/PRI pipes.

The Benefits:

The Perle 833AS offered this ISP a number of unique features, including unparalleled reliability, which set it apart from all other dial access products.

THE CUSTOMER:

Bignet is an Internet Service Provider, located in Nottingham, England. The company provides Internet services to over 1,500 corporate and residential subscribers throughout the UK.

THE CHALLENGE:

Bignet had experienced rapid expansion and needed to upgrade its communications equipment. The company wanted to expand its subscriber base to include customers with both V.90 analogue and ISDN connections. Its new network would have to maintain the high levels of customer service and reliability that existing clients demanded, so after sales service and support would be critical to product selection.

As a growing ISP, Bignet had to be 100% certain that its chosen upgrade would be totally reliable, to retain its existing customers but also scalable, to handle the dial access needs of new clients. David Foster, Managing Director of Bignet explains, "We had to upgrade our communications system in order to retain our current clients. There were instances when users couldn't connect successfully, which we needed to resolve. In addition, we needed to grow our business, so the resulting network had to be able to handle more users. At the end of the day, customer service is what it's all about."

A Far-Reaching Solution

Foster also needed to identify an easy-to-use, reliable solution that would give IT staff remote access to the AS/400 and provide office-based employees with Internet access from the LAN.

THE SOLUTION:

The Perle 833AS Remote Access Server

David Foster explains, "We needed to upgrade our systems so we looked on the Internet at what was available. We discovered Perle's remote access solution after a month spent reviewing many vendors and products at varied prices."

"We needed a vendor that supported their product after installation. In addition, we liked the way the Perle 833AS addressed our need for high modem densities in a single chassis," David Foster recalls. "Reliability is extremely important to us. The Perle 833AS delivers a number of unique features, including unparalleled reliability, that set it apart from all other dial access products."

EXCEPTIONAL FLEXIBILITY

As well as being reliable, the Perle 833AS offered exceptional flexibility in its support of 12 to 120 simultaneous connections of both remote analogue, 56 Kbps V.90 and ISDN BRI users across 1 to 4 E1/PRI 'pipes'. David Foster explains, "No other product on the market offered modem densities in this range. This scalability allows us to expand our modem capacity as Bignet grows."

HIGH LEVELS OF AVAILABILITY

Reliability is an extremely important aspect of high-density remote access server applications. Power supplies are an especially critical component, where high levels of availability are required. The Perle 833AS provides dual hot swappable power supplies as standard, so even if a power supply or power source fails, the Perle 833AS will continue to run. David Foster adds, "Other vendor products that we looked at only offered optional dual power supplies, which are not hot swappable, so they required specific downtime for initial installation and for any ongoing repair."

OUTSTANDING SERVICE

The successful installation of the Perle 833AS has resulted in high praise for the company, which has provided high quality service from the moment the equipment was delivered. "The service we have received has been second to none. Perle has consistently provided us with the backup and service we require, whenever we require it," says David Foster.

READY FOR EXPANSION

Says Foster, "Thanks to the Perle 833AS, we can now take on ISDN customers as well. This is a huge bonus to the company and we can now expand accordingly. It had sometimes proved a challenge to maintain a consistent level of service for our customers. The Perle 833AS has made our life a lot easier. We have already started growing more rapidly and getting more corporate customers since the implementation, which has benefited Bignet immensely," he concludes.

Due to the scalability of the Perle 833AS and its ability to support high capacity throughput for multiple dial access users, David Foster is confident that he now has the platform in place to grow his business and will attract more corporate subscribers to Bignet.