Crimson Consultants Ltd

> " *It was great working with Tech-Wales professionals and their telecoms partner, they provided us with a solution that fully met our needs.* "
>
> **Gary Williams, Partner of Crimson Consultants Ltd**

After experiencing difficulties with their internal communication systems, Gary Williams turned to Tech-Wales Ltd for help, finding a perfect solution to make his communication systems more reliable.

Business Needs

Gary Williams is partner at Crimson Consultants Ltd, a leading Microsoft Dynamics CRM and Great Plains (GP) gold partner based in South Wales. The company use an on-premise installation of Microsoft Lync for their phone system, instant messaging, video conferencing and desktop sharing. Effective communication solutions are vital to the business in order for colleagues to keep in contact, but the company kept having issues with their phone lines due to using a single broadband line for both data and voice calls.

Gary explains: "Phone calls kept breaking up and dropping out mid call, which was highly disruptive to the business. Being a technology company, we heavily rely on the internet connection for supporting customers and the general running of the business."

Solution

Through their telecom's partner, Tech-Wales were able to supply a second broadband line. In addition, as a Draytek partner, Tech-Wales professionals also supplied a broadband router, allowing voice traffic priority over one of the broadband lines, whilst providing data services over the other broadband circuit.

Tech-Wales also resolved an internal networking configuration issue which meant that some additional traffic that had been sent previously over the broadband line in error, was now redirected internally.

Crimson Consultants Ltd

Organization size
SME

Organization profile
Crimson is an international business systems company and A Microsoft Gold Partner. Crimson have over 15 years of Microsoft experience in a number of key disciplines including, Financial Management, Customer Relationship Management and more recently intranets, extranets and portal solutions, utilising the functionality inherent within the SharePoint technology platform.

Vertical industries
IT Industry

Services Provided
Broadband internet
Networking
Installation Services

Benefits

An improvement in efficiency

The company was able to function more proficiently due to the data and audio operating on separate broadband links. Gary had no disruption in communication, stating, 'Calls no longer broke up, internet connection speed was faster and my team a lot less stressed out!"

Peace of mind with automatic failover

Gary can now have confidence in his communication system with the added bonus of an automatic failover feature means an improvement in the reliability of their internet connection. Should one of the broadband lines fail for any reason, the data will now be automatically routed to an available broadband line until the line in question is repaired.

"I can now relax in the knowledge that if anything does go wrong, I now have a backup system in place that can resolve the issue with minimal disruption," says Gary.

"By resolving all the issues we had with communication amongst colleagues, Tech-Wales has made our business more productive and increased our tolerance to network outages."

Gary Williams, Partner of Crimson Consultants Ltd

Tech-Wales

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