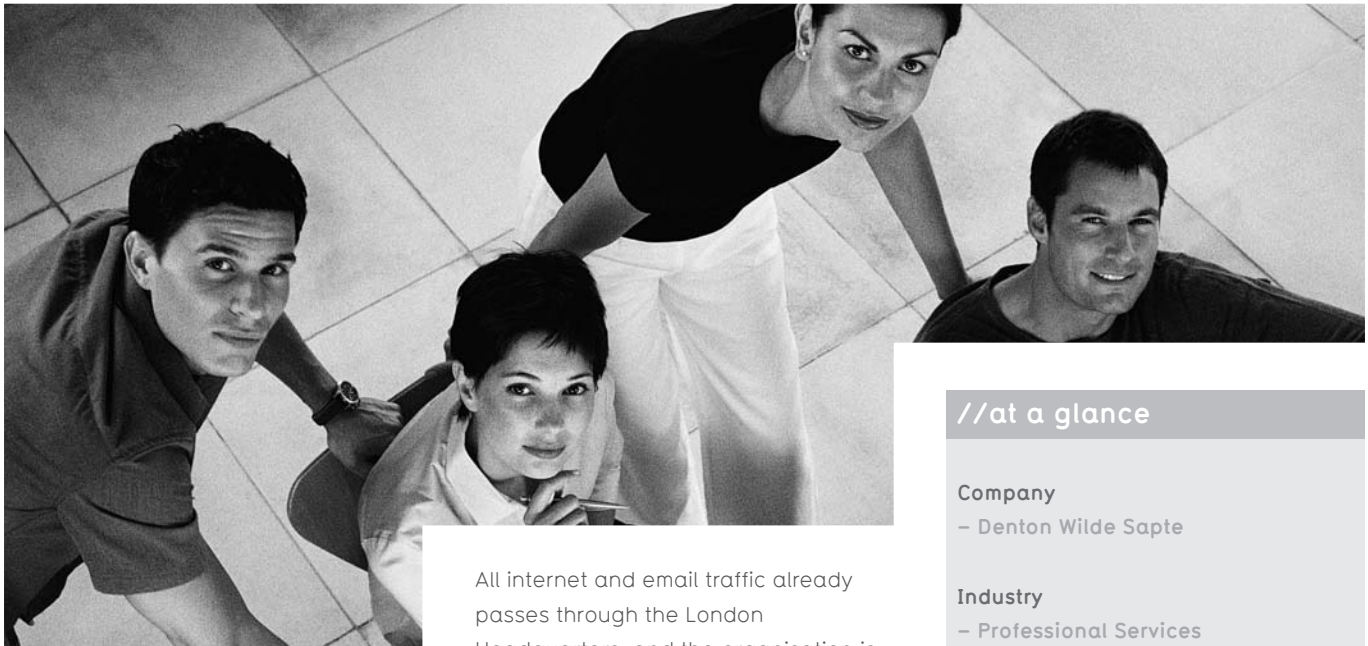


Case Study

/ Denton Wilde Sapte



/the customer

Denton Wilde Sapte is a leading international law firm headquartered in the City of London. With an expanding network of offices and associates in Europe, Asia, the Middle East and Africa, the company combines world-class industry skills with cutting-edge financial and corporate capabilities and employs 1,600 people.

/the challenge

One of the major challenges facing Denton Wilde Sapte is to keep its workforce connected and abreast of developments across its global operations.

Its London Headquarters are at the centre of IT operations, providing the main internet link to support a global VPN which enables a huge amount of research to be undertaken every day.

All internet and email traffic already passes through the London Headquarters, and the organisation is set to grow further. So David Everitt, the company's WAN Systems Manager, needed a service provider that could offer reliable and scalable internet access to support their evolving business needs.

Specifically, Everitt was looking for a company that could provide internet access with scalable bandwidth to allow home and mobile workers to connect via broadband – something that had not been possible with a dial up connection and ISDN.

He was also seeking an organisation that could provide an immediate solution and maintain quality of service over a long period of time.

//at a glance

Company

– Denton Wilde Sapte

Industry

– Professional Services

Viatel Solution

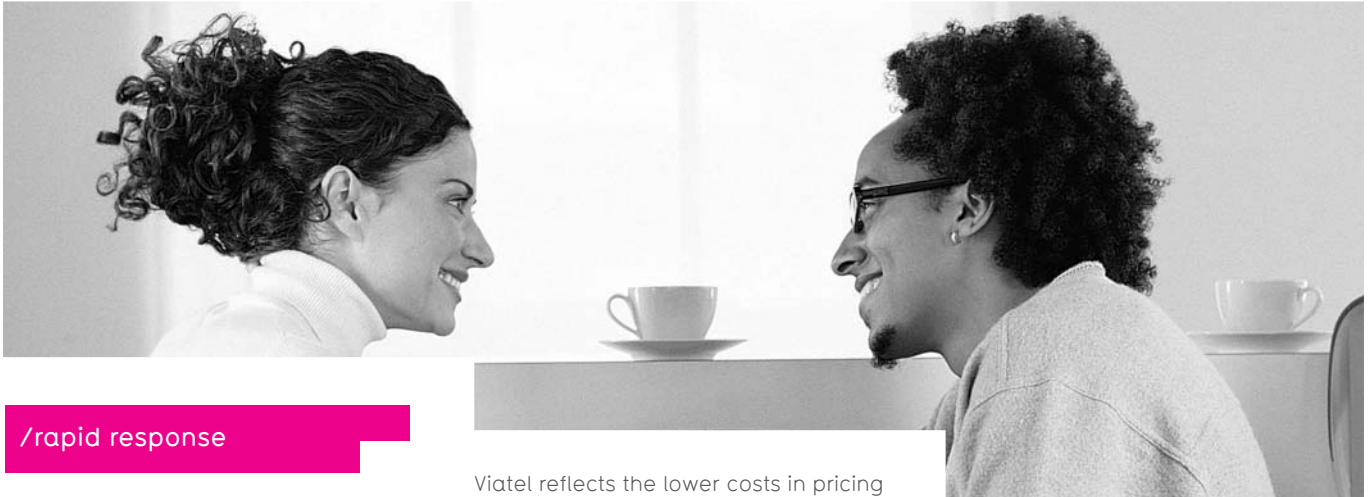
– High speed internet access scalable to 100mb to support their global VPN

Key Benefits

- Internet bandwidth can easily be increased to meet demand
- Cost effective service tailored to their specific requirements
- Proactive account management and support

“With Viatel, if there's ever a problem they are very proactive and solve it very quickly.”

David Everitt, WAN Systems Manager



/rapid response

"We changed providers because we wanted a better quality of service. And with Viatel, if there's ever a problem, they are very proactive and solve it very quickly."

There were other critical factors that influenced Everitt's decision to work with Viatel. As he says: "Most of the companies we looked at only provided a link that was scalable up to 43mb. Viatel were different in that we can easily increase this to 100mb."

Companies that send and receive large volumes of data need security guarantees and the reliability of fast, multi-user access. However, many providers do not allow companies to take advantage of the falling costs of providing such services.

Viatel reflects the lower costs in pricing across a range of connection speeds and offers a choice of billing methods to suit all business and budgetary needs – especially if those needs evolve over time.

Everitt concludes: "We worked together as a team to come up with a solution that met our specific businesses challenges, and all for a very competitive price."

/about us

Viatel provides business communications services to companies of all sizes across Europe. We think differently at Viatel. We listen to our customers, make a point of understanding their needs, and deliver a service that is right for them, not most convenient for us. We have been in this market since 1991 and we are here to stay.

/want to know more?

To find out more about Viatel services, please contact one of our team or visit our website at www.viatel.com

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Your feedback matters, so if you have any questions, comments or suggestions please email us at info@viatel.com

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