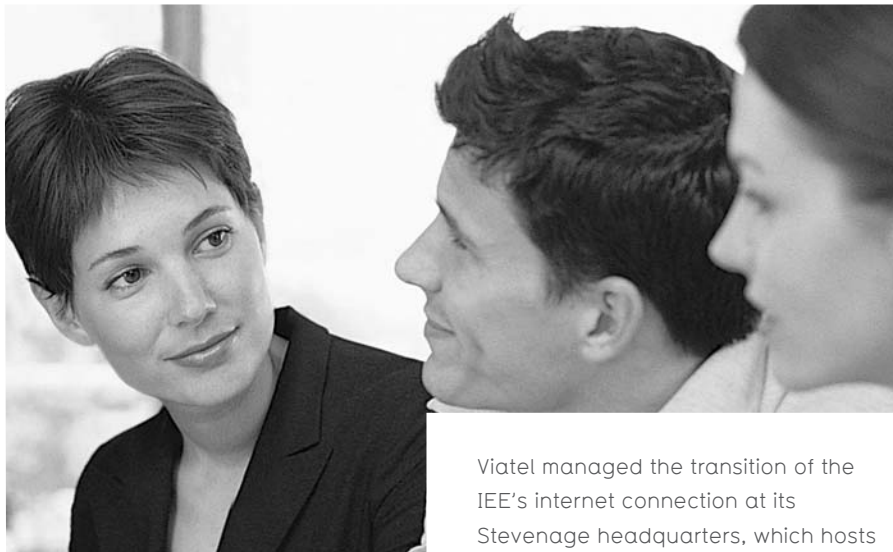


Case Study

/ The IEE – Institution of Electrical Engineers



/the customer

Founded in 1871, the IEE is the largest professional engineering society in Europe and has a worldwide membership of just under 130,000. The society represents the interests of electrical, electronics, manufacturing and systems engineers internationally, from undergraduate students to the most distinguished members of the profession.

/the challenge

Installing a network to meet the needs of a body representing systems and network engineers was never going to be an easy task. However, Viatel rose to the challenge when the IEE needed to seamlessly transfer its internet connectivity whilst maintaining access to its web server for the IEE's 130,000 worldwide members.

Viatel managed the transition of the IEE's internet connection at its Stevenage headquarters, which hosts their international web server, over to a Viatel high capacity leased line. A four site virtual private network (VPN) linked by cost effective DSL lines was also installed to provide internal communications for the IEE's regional offices, positioning the organisation for future expansion into Europe.

Alan Gray, IT Architect at the IEE commented, "During this period of expansion, it is important that we continue to offer seamless services to all our members across the world."

"Viatel's VPN and connectivity options provide me with a scalable resource to quickly connect new offices and users, whilst maintaining the quality of our core services."

//at a glance

Company

– The IEE – Institution of Electrical Engineers

Industry

– Engineering

Viatel Solution

– A 4 site VPN linking all UK offices and a high capacity leased line for internet access

Key Benefits

- Better internal communications between sites
- Faster access to website content
- Easily connect new offices and users
- Network and IT applications managed centrally

"Viatel's European presence provides me with the reassurance that they have the capability to expand their services."

Alan Gray, IT Architect, IEE





/greater transparency, better control

Switching the IEE's systems over to Viatel has allowed Alan Gray to centrally manage his network from Stevenage, rarely needing to be physically present to resolve a problem or upgrade a system. A comprehensive online reporting tool allows Gray to view traffic management reports and better manage his available bandwidth.

"Since the installation of the VPN, co-operation between our sites in Stevenage, Birmingham and Glasgow has improved immeasurably."

A range of DSL lines, dependent upon the individual needs of each office, handle connectivity into the VPN. These lines run over Viatel's private European network, isolating the IEE's confidential traffic from the public internet and adding another level of security. Initial applications for the network include shared databases, centralised servers, and synchronised diaries.

/customers first

Viatel's VPN package is monitored 24/7 by Viatel's highly skilled technicians who work closely with the IEE's IT team to maintain a robust connection. Viatel offers highly redundant network connections extending into Europe from its Egham headquarters, ensuring total resilience of service to better serve international needs. Viatel is also equipped to offer market leading levels of service with two independent network operations centres and data centres in major cities across Europe.

Viatel operates across the UK, France, Germany, Belgium, the Netherlands and Switzerland. It has more than 10,000 business customers of all sizes, providing them with a range of communications services which help them to securely access the internet, connect their people and places, manage their web applications and increase the security of their data.

Gray remarked, "Viatel's European presence provides me with the reassurance that they have the capability to expand their services to us as we grow into a truly international organisation."

/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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