

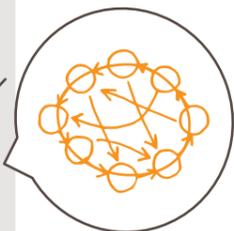
**Sector:** healthcare

Sites: 50+  
 Coverage: county  
 FTE: 1000-5000 employees  
 Relationship started: 2013  
 Lead route: direct enquiry

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 @KCOMBusiness

In 2015 this organisation came to KCOM for a solution to their currently limited network. They had no Managed WAN in place and knew HSCN was a future consideration. We helped them improve performance, while also making cost savings and paving the way for their HSCN migration. Here's how it all happened.

### We understood their challenges

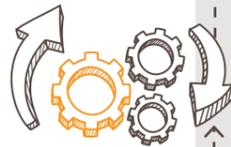


**No wide area network but 50 sites** – each connected into N3 via 10Mb connections.

**The lack of a robust data network** meant that day-to-day needs often suffered through lack of bandwidth.

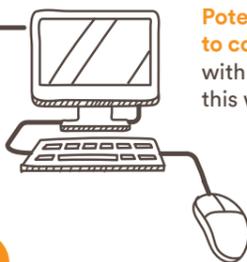


**With all that in mind we built our pitch**



**Slow inter-site exchange caused bottlenecks in data transfers.**

**High cost of upgrading existing N3**



**We learnt about their current network**

**Potential pain point was a commitment to contract extensions to N3 connections with HSCN in the not too distant future, this would be a strategic hindrance.**



**Our solution was based on practical, cost-effective support** that considered the future as well as addressing immediate needs.



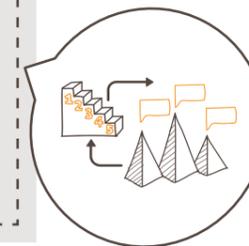
**We proposed a Managed WAN** connecting 10 key sites to ensure resilient inter-site connectivity while the organisation awaited HSCN.



**Contracted via RM 1045** direct award framework agreement

### And we won the deal

The contract was won through a combination of cost-attractive pricing, the appropriate use of technology to address complex needs and by demonstrating a partnership approach that considered long-term solutions.



### We made sure they were happy

**Their main concern was our ability to deliver within their restricted timeframe affected by the financial year end.**

But we showed how we could not only deliver on time but also how the project could be an effective use of their budget.

### They were keen to share the benefits



**Improved network resilience**

**Higher bandwidth between sites**



**Flexibility of traffic prioritisation**



**We increased two key locations to 200Mb/1Gb connections and smaller satellite locations to 20Mb/100Mb.**



**Immediate support and reporting capabilities** through our network monitoring tool.

### We're looking to the future

**We're working to install two HSCN connections into their existing WAN in strategic locations for performance and resilience.**

All of their 50 sites will be able to access the network through these HSCN connections, while any additional sites added into the WAN will also benefit.