



● Upgraded **cloud-ready** network improved **customer experiences** ●

The Background

Established in 1994, HighNet Telecoms has become one of the fastest growing internet service providers (ISPs) in the UK, managing more than 17,000 business lines and billing more than 70,000,000 minutes a year.

HighNet Telecoms supplies a wide range of communications products and services to businesses across the UK through its network of dedicated channel partners. Its extensive product range includes fixed IP and hosted telephony, broadband and data, mobile services and unified communications.

HighNet Telecoms is a customer of Daisy (formerly Alternative).

The Challenge

HighNet Telecoms needed to ensure that it continued to serve its current customers with the same degree of quality service that they were used to, whilst ensuring the network was able to deal with the rapid growth in customer demand it was experiencing. It needed to provide greater capacity and improved performance within the core network, but remain mindful of new technologies such as SDN and NFV. HighNet Telecoms wanted to upgrade and future-proof its current network for such technologies, as well as for anticipated further increases in bandwidth demand and increases in business use of cloud services and big data analytics.

HighNet Telecoms needed a partner with extensive experience working with Juniper Networks in designing and deploying the technology, and one that also had a high quality of engineering resource, professional services and project manager support. As a Juniper Elite Partner, Daisy was perfectly positioned for this and ensured the delivery of high performance and value, as well as allowing a clear and simple transition path to further improve the network with effortless scale in line with future changing demands

The Solution

Daisy replaced the network with Juniper MX480104, which resulted in a full 10GB optical core that provides considerably more power. CPU and memory usage in the previous technology had been consistently above 70% but the Juniper MXs reduced this to around 10%. EX switching and SRX firewalls were also used to fully upgrade the independent data centre points of presence, designed specifically for business use to cope with high volumes of data and hardware redundancy, and ensuring that customers stay connected and backed up.



The Result

Core routers in London and Manchester prior to the upgrade were working with a CPU load of nearly 80%. The new MX routers CPU load peaks at less than 20%. Memory usage was at similarly high levels on the old network, and now is at 15% on the MXs. The MX routers have considerably greater capacity for establishing peering routes and reducing the volume of traffic sent across IP Transit. Consequently, HighNet has been able to increase peered traffic by 20% which not only improves the customer experience but also reduces its costs.

“Throughout the planning and deployment of the new infrastructure Daisy’s technical expertise was vital, and its willingness to support us during out-of-hours made a huge difference. Having the technical lead working onsite with our NOC team during the preparatory phases ensured that we had the most productive and efficient knowledge transfer, and the engagement of all Daisy’s technical team has been excellent. We now have the high-capacity, future-proof network that we need to make our growth plans a reality.”

– David Alldritt, Technology & Innovation Director at HighNet Telecoms

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If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business’ website.

