



Pasporte to Customer Care

High performance networking - creatively outsourced

e2v technologies is a specialist supplier of radio frequency and sensing technology used in a range of innovative medical, science and aerospace systems worldwide.

Manufacturing the active components used in life-saving cancer radiotherapy machines, essential fire fighting equipment and even NASA's mission to Pluto, e2v is pivotal to the development of highly complex and technically advanced solutions for specialist environments.

Operating from three manufacturing sites in the UK, with sales teams in the US, France and Germany, 24/7/365 communication from the manufacturing level, right through to sales and delivery, is crucial to its business.

Graham Jaggard, Network and Communications Manager at e2v explained, "All components are manufactured on-demand in the UK, but the majority of our sales rest in the US. It is vital that we have the agility to move quickly - from obtaining materials, through to customer delivery - and provide access to third party suppliers, so we can exploit the US market opportunity efficiently."

Operating in this environment demands complex, bandwidth-heavy applications supported by optimum network performance with round the clock maintenance and support. However, managing this absorbs valuable internal resource and requires considerable financial outlay to update skill-sets and implement application upgrades.

"We considered a number of options, but decided to look at outsourcing in order to gain access to a vast team of experts whose skills we could draw from as and when, helping our business scale accordingly. Ultimately, we wanted to focus on what we do best, and if by outsourcing we could streamline processes and implement a lean growth strategy across the company, then even better." Added Jaggard.

Following a competitive tender, e2v looked to global IT services company, Orange Business Services (OBS), for the design and implementation of a fully managed MPLS network. The complexity and locality of e2v's infrastructure, required high-level technical support, and whilst OBS was able to deliver an IT infrastructure to fulfil the business need, it was agreed that a specialist partner, Pasporte, would be brought into discussions to deliver ongoing management and support, providing the focus on networking strategy, account management and the local touch required.

Together, Pasporte and OBS worked closely with e2v to maintain and enhance the infrastructure and provide a service agreement that was scalable, cost-effective and robust.

By deploying a Wide Area Network with MPLS, it is possible to prioritise business critical applications and utilise all available bandwidth. In turn, e2v has gained quality of service and the resilience to support

huge volumes of traffic, all underpinned by Pasporte's 24/7/365 technical expertise and support.

A pivotal element of the service agreement was Pasporte's online portal, Infozone. This allows e2v complete visibility of the network 24/7/365, providing real-time analysis of network traffic and ensuring that all issues are dealt with quickly and effectively.

Jaggard noted, "As an IT manager one of your worst nightmares is to lose control and visibility of the network; however, Pasporte's Infozone enables me to view real-time network activity via one portal. I used to spend hours searching for a reported problem on the network, let alone addressing them. Now, any bottleneck or problem on the network is visible to me immediately."

Having recently decided to extend the contract for a further three years, Pasporte will be rolling their managed service out to a further four e2v sites. In addition, e2v are looking to Pasporte to handle the delivery of an end-to-end SAP/ERP solution across the entire global domain.

"The solution from Pasporte and Orange Business Services has enhanced the performance and functionality of our network, which translates into an overall enhanced service. Increased communications between our manufacturing, sales and delivery teams, allows us to be responsive to the market and quick to sale. This helps our business to perform." Concluded Jaggard. NC