

case study



Microtech Support Ltd required a reliable and robust broadband provider for their managed solution.

HIGHnet provisioned HIGHnet Ultimate Broadband Max 800 which allows fast and reliable broadband access with prioritised traffic. Microtech benefited from cost savings, a fixed cost, and a reliable and robust broadband package.

"We don't even have to question our package, it just works."

Quick Factfile:

Customer name: Microtech Support Ltd
Industry: IT

Summary of the case:

- Ultimate Broadband Max 800
- Large cost savings
- Reliable and robust service
- Fixed cost
- So confident, they encourage their own customers to use the same service

ultimate
broadband

the foundation for
communication

The customer

Microtech Support Ltd are an Ayrshire based professional IT support and maintenance company who have been trading since 1986.

The challenge

The company provide managed broadband solutions, and rely heavily on remote access to all their customers, so reliable internet access is vital. They were previously with BT, but they found the service too costly. Microtech needed a reliable yet cost effective solution.

Details of the solution

HIGHnet provided Microtech with a robust and reliable broadband service. We used HIGHnet Ultimate Broadband Max 800, which gives speeds of up to 8MBps downstream, and 800KBps upstream, with prioritised traffic, and a rate adaptive service.

The result

Chris McMail of Microtech said: "The most obvious benefit we have gained is cost savings. The fixed cost is also an advantage. HIGHnet have provided us with a reliable service which is invaluable to us. Because we rely so heavily on broadband, we just expect it to be there. You only ever question the particular package that you are on when it is not working, but we don't even have to question our package, it just works."

Other notes of interest

Microtech now encourage their customers to use HIGHnet as their broadband provider, because it is equally important that their lines are active when Microtech try to support them remotely. As a HIGHnet Channel Partner, the fact that Microtech themselves use our services speaks volumes to their customers.

Why HIGHnet?

According to Microtech, HIGHnet are a one stop shop for products and for support. All too often, many broadband providers are quick to offload the blame to BT when things go wrong. Microtech were looking to work with a robust and reliable provider, and therefore chose to work with HIGHnet.

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