

# Press Release

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## Resilient Network Helps Basingstoke Businesses Tackle The Downturn

Business Environment, a leading serviced office provider, has chosen ntl:Telewest Business, part of the Virgin Media group, for a network consolidation project that delivers resilient voice and data services to hundreds of companies across the south of England. The overhaul is helping Business Environment to tackle the effects of the downturn by minimising the costs associated with rolling voice and data services into its all-inclusive pricing for clients.

The advanced Multi-Protocol Label Switching (MPLS) network design allows voice and data traffic to be rerouted via the connection at Business Environment's own London headquarters in the event of a network outage, giving it 99.99 per cent service uptime. The Internet Protocol Virtual Private Network (IPVPN) provided by ntl:Telewest Business delivers a combination of 40 and 60 Megabits-per-second (Mbps) connections to all 11 of Business Environment's serviced sites providing tenants with highly resilient voice and data.

Founded in 1994, Business Environment owns and operates 650,000 square feet of high quality office space across two offices in Bristol, six in London and sites in Basingstoke, Milton Keynes and Reading. In what are challenging times for the commercial property market, it uses the affordability and predictability of an all-inclusive price package as a key selling point for securing new clients.

"As a serviced office provider, our clients depend on us for their essential business services," said Graham Heffernan, IT and communications director for Business Environment. "Nowhere is this more evident than with voice and data services, which are the oxygen of modern business. Before embarking on this major upgrade we conceived this network design based on maximising uptime for clients and needed a partner with an advanced network and flexible approach to deliver on this. ntl:Telewest Business's next generation capability not only offers exceptional performance at the network level, but the service teams had the right mindset for the project, working with us to perfect our design and deliver it in a timely and affordable manner."

"It being very clear from the start about the cost-effectiveness of its services, Business Environment is helping to recession-proof its business," said Paul Lawrence, head of business markets for ntl:Telewest Business in the south west. "At the same time it recognises that affordability has to be balanced with resilience and reliability. By investing in a next generation network, Business Environment can achieve the service levels it needs without compromise, and pass on its benefits to clients."

Author: Paul Lawrence, head of business markets for ntl:Telewest Business

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