

## Customer Success Story

### The Client

Havering is London's third largest borough, with a population of 225,000 over 43 square miles. The borough is based in east London and borders the rolling Essex countryside. Romford is the main commercial hub of the borough and the Council's offices are located in the town centre.



### The Requirement

The Council had a requirement to replace a legacy network link between two of its largest administrative sites. The link was required to support high bandwidth data services for over 1,000 users and to fulfil plans to migrate to Voice over IP (VoIP) in the future. Furthermore, the buildings were in the town centre and the Council had concerns with regards to the possible disruption of a new installation to both pedestrian and road traffic.

### The Solution

The Council reviewed the market and had three options. The first was to use a Line of Sight device (radio), but this would not provide the bandwidth to handle the required throughput. The second was to buy a data service from a telco with network already deployed in the area and the third option was to lease its own FibreSpan dark fibre link. FibreSpan had a compelling business case when compared to other communication providers. Not only does FibreSpan lease a bespoke and dedicated network with low installation fee and a fixed annual cost, but its patent-pending microduct technology causes minimal disruption during installation.

**“FibreSpan had a compelling business case when compared to other communication providers.”**

### The Benefits

The two sites have to exchange data at all times and having a high-speed and dependable link is essential for the Council - not only for data, but also for voice in the future - a service that it can implement without any additional network costs. The Council has complete control over the network and can run any number and type of services with minimal on-going costs.

What's more, FibreSpan managed the whole planning and deployment process, which included liaison with the Council's highway department as well as the contractors of a major development site in the surrounding area. The deployment took place quickly and without any disruption in the town centre.

The Council plans to extend the network in late 2005 by connecting an additional building, which will run both data and VoIP services to a further 600+ employees.

**Peter Clayton, Senior Technical Consultant at London Borough of Havering, said:**

**“We selected FibreSpan for dark fibre because it combines a fixed price unlimited bandwidth package with fast, low cost and unobtrusive installation. FibreSpan's business case was compelling and no other provider could meet our needs. We actively look to the future in terms of our bandwidth requirements and now we can deploy any application over the network at no additional cost. I would also like to add that we were extremely impressed with FibreSpan's network design, civil engineering and project management skills.”**