

Working the network together



About TFM Networks

TFM Networks is an established and successful Virtual Network Operator (VNO) with 12 years' experience of implementing business networks. The organisation boasts an impressive client list of blue-chip customers including Co-op, H&M, Travelodge and Burger King. This is largely due to its extensive commitment to and understanding of clients' needs and the changing arena of network connectivity, spurred by the development of IP networking and broadband access technologies. It recognises the benefits that its customers are looking for, such as reduced costs and flexibility, and is able to deliver systems that meet these requirements.

In 2005, TFM Networks and Managed Services Provider (MSP) Claranet, forged a partnership that would enable the former to provide customers with complete solutions that are competitive, meet their needs and support their business objectives. As a result TFM Networks has put profitability at the core of its customer proposition and enabled businesses to leverage IP economics for financial gain, driving change whilst maintaining the essential services to run the business. Together they have a portfolio of over 50 mutual customers.

Working together to drive innovation

In this inherently competitive market, the solutions that TFM Networks provides need to be flexible and cost effective whilst meeting customer expectation and user demand. The combination of the two companies results in the design, implementation and management of the highest quality networks by some of the top experts in the field.

Brett Rowe, Sales & Marketing Director at TFM Networks, says, "Working with a partner like Claranet brings many benefits to our business. Among other things, it enables us to design innovative solutions which greatly improve our - and our customers' - service levels. What's more, Claranet's innovative approach also extends beyond technology to cost structure. With innovation essential to retaining a competitive edge in the industry, Claranet's strength in this area is just one of many reasons it is our supplier of choice."

Rowe continues, saying, "Claranet has the experience, expertise and reputation in this market to add huge value to our proposition. In addition, its presence outside of the UK, combined with our firm focus on the retail and hospitality sector, has yielded great results for pan-European clients such as AGA, Yotel, Burger King and Safestore."

"The key to our success as partners," says Rowe, "is that we have common goals and areas of expertise which complement each other, and we fully exploit the opportunities our partnership generates. Most importantly, of course, we ensure that what we provide is of the highest standard, with first class SLA's."

Michel Robert, Managing Director of Claranet UK, adds, "The partnerships we form with organisations such as TFM Networks are crucial to extending our reach and increasing the breadth of our offering. We therefore place huge value and emphasis on these relationships. And with a dedicated partner, manager and team working on a project and aligned with a flexible approach to solutions, everyone benefits - especially our customers."



Case Study: AGA improves communications

In 2007, leading UK cookware and interior specialist, AGA, deployed a converged, multi-application network across its 100-strong AGA and Fired Earth store network. The aim was to improve communications and optimise business processes by running multiple operations over the network infrastructure.

As part of a project designed and implemented by TFM Networks, the retail group migrated its network operations to Claranet, which provided UK-wide broadband services, including ADSL Max and Ethernet connectivity at head office. A key benefit of the multi-application network is its ability to support total communications for AGA over a single connection, from internet access, email and inter-shop communications, to all EPoS and credit card transactions and UK-wide centralised stock management. In addition and as part of the overall solution, MPLS ADSL has been implemented to sites in France and the Netherlands.

A variety of connectivity providers were assessed, but Claranet was head and shoulders above the competition. It's not just its large network footprint that makes it the perfect partner for managed network services: their services are flexible, stable and reliable and their people supportive.

Neil Taylor, AGA's System Manager, says, "Our secure converged network provided by TFM and Claranet allows us to run multiple applications over a single network, and at the same time provides the necessary bandwidth to support time-critical operations such as EPoS transactions and thereby optimise the customer experience. The seamless migration and exceptionally high service levels we enjoy is a product of TFM's considerable experience in the retail sector."

For further information, please visit :

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