THE BUNKER
Part of the CYBERFORT group

qol com

CASE STUDY

QOLCOM MEETS DEMAND FOR HOSTED MOBILITY SOLUTIONS WITH THE BUNKER'S HOSTING INFRASTRUCTURE

Qolcom is a leading UK based integrator of secure wireless network and enterprise mobility management solutions and is the exclusive UK member of The Global Enterprise Mobility Alliance (GEMA) serving customers across both the public and private sectors.

THE CHALLENGE

Working closely with its GEMA partners, Qolcom makes mobile services simple, reliable and unified, so that organisations can work everywhere, anytime. Many of its customers, from single-site organisations through to multinational conglomerates, approach Qolcom because they're finding it increasingly difficult to cope with the scale and complexity of managing workforce mobility.

The rapid proliferation of smart phones and tablets in the workplace has left organisations struggling to enforce security policies and control mobile access to resources at a granular level. The dynamics of Wi-Fi design have also changed. As Access Points (APs) have become more intelligent, controllers and proxy appliances can now be deployed on virtualised resources, which lends itself well to a hosted model that overcomes the strain on in-house IT resources.

OUR ULTRA SECURE SOLUTION

With each hosted mobility management solution calling for a bespoke environment that includes a specific number of Virtual Machines (VMs), load balancers, and firewalls, Qolcom required a hosted infrastructure that could change and flex according to its end customers' specifications, as well as accommodate different protocols employed by leading wireless vendors.

It also needed a high availability and highly secure environment, compliant with the UK Government's Communications Electronics Security Group (CESG)

standard for information security. Qolcom chose The Bunker for its ability to provide a compliant environment that's available instantly, works in the way it needs it to, and unique blend of private hosting infrastructure delivered on dedicated hardware.

"WE'RE SEEING GROWING DEMAND FOR MANAGED MOBILITY AND WI-FI, BUT WE'RE NOT EQUIPPED TO PROVIDE HOSTED SERVICES ON OUR PREMISES, WHILE BROADBAND CONNECTIVITY IN OUR LOCAL AREA IS LIMITED. WE REQUIRED A PARTNER WHO COULD PROVIDE SECURE AND HIGH QUALITY VIRTUAL MACHINES ONTO WHICH WE COULD DEPLOY OUR APPLICATIONS AND RUN OUR SERVICES FROM."

- Keith Reading, Managing Director, Qolcom

"SECURITY AND COMPLIANCE ARE KEY CONSIDERATIONS FOR OUR CUSTOMERS AS THEY ARE EFFECTIVELY EXTENDING A PART OF THEIR NETWORK INTO THE BUNKER'S DATA CENTRE. THIS IS PARTICULARLY THE CASE FOR PUBLIC SECTOR ORGANISATIONS, WHICH MUST COMPLY WITH CESG GUIDELINES. THEY WANT TO KNOW EXACTLY WHERE THEIR DATA IS, HOW IT IS ACCESSED AND WHO COULD GET ACCESS TO IT UNDER WHAT CIRCUMSTANCES."

-Alan Moorhouse, Technical Consultant, Qolcom

PRODUCTS & SERVICES

- Ready-made platform ensures rapid customer on-boarding

- Scalability and flexibility of private hosting enables expansion of customer base and supports global partnerships

- Dedicated resources guarantee confidentiality, integrity and availability of applications and data, with CESG compliancy and UK data sovereignty assured

RESULTS & BENEFITS DELIVERED

Working closely with The Bunker has enabled Qolcom to meet the requirements of its expanding customer base with mobile and Wi-Fi solutions that can be hosted onsite or offsite and managed remotely by Qolcom.

For end customers, it means wireless networks and mobile devices are managed in a way that contributes to corporate success – with highly granular control of devices and policies ensuring users can only access the resources they need to be more productive, while data is kept completely secure.

Qolcom continues to see rapid growth in demand for its solutions, which are offered globally under the GEMA partnership. This model is driving a cross-pollination of offerings. For example, a global Wi-Fi network can be deployed with Qolcom hosting the controllers at The Bunker's UK data centres and the solution delivered in another country by GEMA's local partner, and vice versa.

With a relatively small base of solutions currently running within The Bunker's managed hosting environment, Qolcom expects the system to grow in the near future. As it extends its reach beyond traditional customers and expands it user base of larger organisations, the scalability assured by The Bunker's private hosting infrastructure provides Qolcom with the agility it needs to increase service revenues and drive customer loyalty.

THEIR VERDICT

"THE GREAT THING IS THAT EACH CUSTOMER ENVIRONMENT CAN BE SET UP AS TURNKEY SOLUTION. WE WORK OUT WHAT RESOURCES WE NEED AND THE BUNKER DELIVERS US A READYMADE PLATFORM THAT INCLUDES THE VMS WE DEPLOY THE SOFTWARE ONTO. THE UNDERLYING INFRASTRUCTURE IS ALL TAKEN CARE OF AND, CRUCIALLY, IT'S FLEXIBLE, HIGHLY SECURE AND COMPLIANT WITH CESG – WHICH IS REASSURING, IF NOT A CRITICAL REQUIREMENT FOR OUR CUSTOMERS."

– Keith Reading, Managing Director, Qolcom

"THE COMMUNICATION STREAM IS EXCELLENT, DIRECT TO ENGINEERING AND ALWAYS PROFESSIONAL."

– Shane Stevens, Operations Director, Qolcom

THE BUNKER PROTOCOL™

The Bunker Protocol™ is an all-encompassing methodology that secures against risk and ensures the most secure IT delivery in the UK.

The Bunker Protocol™ incorporates physical, human and digital security capability and processes and wraps them with a governance and standards layer that ensures that client data and systems are continually secure against threats to confidentiality, integrity and availability.

THIS IS ULTRA SECURE

Physical Military grade data centres
Human All employees are fully background checked and our culture starts and ends with security
Digital We build and integrate systems in-house, ultra secure, from the source code up