

CASE STUDY

Voipfone calls The Bunker for ultra resilient service

Founded in 2004, Voipfone provides innovative Voice over Internet Protocol (VoIP) cloud based telephony services to small and medium sized businesses. Headquartered in London, the 34 strong team support 25,000 active customers globally using its modern, maintenance free, hosted VoIP PBX telephone network. In 2013, Voipfone was awarded the Queen's Award for Enterprise, the highest business accolade in the UK, for sustained innovation.

THE CHALLENGE

Voipfone was operating its own telephone network from data centres located in London's Docklands, but with business rapidly increasing and to support the promise of 99.9% uptime to its customers, there was a pressing need to ensure the company could remain up and running in the event of an emergency. Voipfone needed an additional site to host a replica of its entire platform.

OUR ULTRA SECURE SOLUTION

After evaluating many data centre suppliers, Voipfone selected The Bunker to host its replicated network. The Bunker provides Colocation services from within its Ash data centre, where Voipfone contracts multiple racks benefitting from dual fed UPS backed power. The Bunker also provides Voipfone with Layer 2 connectivity to its points of presence at its Docklands data centres.

PRODUCTS & SERVICES

- Colocation services
- Multiple racks with dual fed UPS backed power
- Layer 2 connectivity
- 24/7/365 dedicated technical support



"WE NOW BOAST A FULLY REDUNDANT, ULTRA RELIABLE NETWORK. SHOULD ONE POP FAIL TOTALLY - POWER OUTAGE, FIRE, BOMB - WE ARE CONFIDENT THAT OUR BUSINESS WILL CONTINUE TO RUN SEAMLESSLY AND OUR CUSTOMERS REMAIN PROTECTED AT ALL TIMES."

-Lee Rose,
Founder & Technical Director, Voipfone



THEIR VERDICT

"WE WERE LOOKING FOR AN ULTRA SECURE SITE OUTSIDE OF LONDON, BUT WITH EASY ACCESS FROM THE CAPITAL. WE KNOW THAT ONLY AUTHORISED STAFF CAN ACCESS OUR PLATFORM, BUT IF WE NEED FAST ACCESS OURSELVES, WE CAN ACHIEVE IT WITHOUT ANY FUSS.

THE BUNKER IS ALSO THE ONLY DATA CENTRE PROVIDER WHO COULD OFFER THE HIGHEST LEVEL OF RESILIENCE AND SECURITY, AS WELL AS THE FASTEST CONNECTIVITY TO OUR LONDON DATA CENTRES, TO GUARANTEE THE VOIPFONE SERVICE WILL REMAIN UP AND RUNNING IN THE EVENT OF AN EMERGENCY. BOTH US AND OUR CUSTOMERS ARE ASSURED THAT WE RUN A TOTALLY RELIABLE NETWORK."

-Lee Rose,
Founder & Technical Director, Volpfone

RESULTS & BENEFITS DELIVERED

- A fully redundant, ultra resilient network
- Ultra Secure, military grade data centre facilities
- 24/7/365 dedicated technical and security experts

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 clients 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