STORM INTERNET

signum

"Storm Internet established trust with clear communication from the outset"

About Signum International Ltd.

Signum were founded in 1998 and are a leading telecommunications and analysis consultancy provider in the UK, providing mobile billing analysis services to end users and mobile phone dealers. Signum's team of analysts and consultants are tasked with developing in-house software aimed at solving the big data problems of some of the UK's largest telecoms providers including T-Mobile, Orange and EE, turning this data into something that can be used for business purposes. Ultimately recognising where business best practices can be implemented with the goal of introducing cost savings.

The challenge

Signum were in need of a hosting provider they could trust for the safekeeping of the sensitive customer data they process, as well as one they can rely on to scale. Signum required a server hosting provider that had an excellent track record of proactively responding to issues and providing efficient support was vital as a means to supporting their own services.

High specification dedicated servers lie at the heart of Signum's infrastructure and any downtime could cause significant harm to the business, demonstrating the need for a fully managed hosting provider with a reputation for reliability.

> "The Storm guys rectified any issues quickly and without needing any prompting from us. Being able to contact the MD is a real bonus, it's good to know that you have the right person's ear for what is critical to us."

The solution

Storm Internet had a strong relationship with Signum from the initial shared hosting package. By learning about Signum's core business activities, Storm designed and constructed a network solution made up of dedicated servers that supported Signum's business strategy moving forward. These services were designed with high performance and reliability in mind and over the past 5 years have proven to do just that.

As part of the support plan Signum chose, they were also provided with full server monitoring which notifies the Storm Internet support team the moment any anomalies are detected with the customer's servers. This feature was aligned with the customer's need for proactive support, with 24/7 coverage guaranteeing efficiency and instilling confidence in the fact that issues would be rectified as they arise.

The results:

Supported 200% increase on data processing

99.9% hardware uptime guarantee & 30-minute hardware replacement guarantee

Proactive and efficient 24/7/365 support coverage

High specification networked multiple server solution

Reason for choosing Storm over other providers:

"We have been with Storm for over 5 years now, and we have always been extremely satisfied with the service they provide."

"Previously our servers were hosted by another hosting provider but we were unhappy with the price and level of customer service we were getting. The final straw was when it took quite a few hours to get our server rebooted."

To find out more about our services, contact us:

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