

## The Client



## Background

Power Logistics provides temporary power, air conditioning, heating and lighting to music, sporting and corporate events in the UK, Europe and globally. Recent events they have worked on include the Cheltenham Festival 2014, Samsung's Galaxy S5 launch in Barcelona, the concert by Muse for the Brad Pitt starring blockbuster 'World War Z' and Robbie Williams productions for the Queen's Royal Jubilee concert in 2013.

## The challenge

### Remote broadband issues

With clients based in such far flung and challenging locations as Oman, Qatar, Hong Kong, Singapore, the Maldives and Russia, Power Logistics' mobile workers need access to information from its servers instantly. The company recently had a member of staff on a "world tour" in places such as the US, Canada, Japan, New Zealand and Australia and it was vital that he be able to access e-mails, documents and tour information whenever he needed, quickly and efficiently.

Power Logistics' broadband was causing serious issues: the extremely slow and temperamental connection was affecting their remote users who were finding it almost impossible to access documents and systems such as the purchase order (PO) system, in addition to frequently losing connection altogether.

This in turn led to a considerable amount of wasted time whereby the remote users had to ring in to ask for PO's to be read out and authorized over the phone or for documents to be Skyped or e-mailed. Power Logistics was also unable to consider any alternative data storage (cloud), remote backup or VOIP systems due to the

underperforming broadband speed. Other systems such as Office 365 would also have been completely out of the question.

Power Logistics also experienced problems with some websites, either being unable to access them altogether or their being so slow; it would drop an internet order mid process, or just get nowhere through the process. As the company books hotels and flights online as well as making large purchases this caused some considerable concern as to whether an order had actually been placed or not.

Finally, the company has a CCTV system which uses their broadband when it is enabled, this also caused considerable issues for remote users during the evening or weekends as it used up so much bandwidth remote users found it either so slow as to be unworkable or they were constantly getting knocked off the connection. They also found that the system got slower and slower the more users tried to access it. The problem was clear, the solution had to take many different considerations into account.



## The solution

We recommended the installation of a bonded broadband line to combat all over Power Logistic's issues. The bonded broadband combines ADSL lines to create a superfast and more resilient connection, exactly what the team required. The installation took approximately four to six weeks in total as there were a number of elements involved including a new line from BT.

Subsequently Power Logistics has noticed a vastly increased speed in the office when downloading large files and general internet access. They can now play video online, which they had never been able to do previously - near essential to a business involved in the entertainment industry. Power Logistics can now place orders online without the worry of crashing half way through. While office speeds are great, the main beneficiaries are its remote workers, they are now able to access systems immediately without the frustration of having to contact the office. Power Logistics doesn't have such an issue with the number of remote users accessing the system at the same time anymore

In addition to the broadband installation Avagio also recommended a new remote access server to go hand in hand with the broadband installation as neither would have worked efficiently without the other.

The main issue with the old server was that it was based on an older Windows Server software which had become vulnerable once Windows XP was no longer supported by Microsoft. The server was also beginning to run out of memory.

Avagio were at the Power Logistics offices for just one day setting the broadband up and a day and a half installing the new server. These visits included moving the server and removing the old one. The configuration and installation of the new server took place during working hours although some elements of the project happened overnight.

The new server not only means that Power Logistics has more storage, the server perfectly complements the bonded lines giving all staff, both at home and abroad, stress-free, efficient and speedy access to the internet.

## CONTACT

Avagio, 4A Byron House, Lansdowne Court,  
Chippenham, Wiltshire, SN14 6RZ

Tel: 01249 654 871 [www.avagio.co.uk](http://www.avagio.co.uk)

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## Lesley Weare of Power Logistics said:

*'The project was extremely straightforward and pain free. Avagio did an excellent job with the planning process, keeping us up to date all the way through and ensuring that between us we had thought of most of the potential issues. The final swap over to the new*

*server was very quick and easy, our users only really experienced about 30 minutes of being unable to access it which caused very little disruption to our work.'*

**For more information on this, and similar projects, please contact Adam Morris at Avagio 01249 654 871, email [adam.morris@avagio.co.uk](mailto:adam.morris@avagio.co.uk)**

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