

# BTnet Premium and secure remote access boost efficiency and productivity



## Bandwidth limitations

Plastique manufactures packaging for industries from cosmetics to confectionery. When the company moved its UK headquarters to Tunbridge Wells it chose BT to relocate its network services. Stephen Allix, Financial Controller at Plastique, explains: “We decided to cease the private circuit linking our manufacturing facility in Nottingham in favour of broadband. Many of our people wanted remote access, and we were about to open another manufacturing facility in Poland. With broadband we could use the internet to transmit our data at considerable cost saving.”

However a physical limitation on the speed of the broadband connection (the new Plastique office was too far from the local exchange) meant that performance was unsatisfactory. Stephen Allix recalls: “It could take ages to load a web page, and remote workers were having to send data by email to be re-keyed into our system. So I called BT and others to discuss the options.”

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Financial Controller  
Plastique

## About Plastique

Established in 1979, Plastique prides itself on working at the forefront of plastic thermoforming practice in order to provide its clients with the best possible packaging. The company has its UK head office at Tunbridge

Wells, and two manufacturing centres in Nottingham and Poznan, Poland. It also has a technical sales hub in New Jersey, USA.

Plastique 

Innovative thermoformed solutions

### Improved connectivity

Plastique chose BTnet Premium, BT's flagship leased line internet access product. BTnet Premium offers uncontended high bandwidth connection to the internet, backed by a comprehensive service level agreement and 24\*7 support. Stephen Allix says: "The new service was installed quickly. BT liaised directly with our IT people and we were confident enough to carry out the switchover during a working day, which was a seamless exercise with no downtime at all."

The BTnet Premium service now enables efficient networking between company sites as well as supporting remote access over a secure virtual private network. "Web pages load in a fraction of the time they used to take, and we have been able to provide more external access to lighten the workload on office-based staff," notes Stephen Allix.

### More productivity

Business applications such as the company's accounting system use the network in real time. Stephen Allix claims: "Far quicker response times are saving people around 50 per cent of the time formerly spent on those programs. It makes all of us more productive." Support costs have reduced too. For example the IT support team is now better able to log into the network remotely, which Stephen estimates saves around 10 per cent of his personal time as he rarely needs to get involved in IT issues now.

Plastique has also been able to improve business resilience too, by implementing mirrored servers in the UK and Poland. More business benefits are on the horizon. The company is planning to implement voice over IP to use the internet to transport voice traffic between its sites. This will save further costs from reduced national and international call charges. Stephen Allix concludes: "The service has been excellent. BTnet Premium is performing very well. I just wish I had implemented it sooner."



### About the BT solution

BT provided Plastique with BTnet Premium, a reliable, and fully managed high performance fixed internet access service. BTnet Premium can be provided either using a digital private circuit or and Ethernet leased line at flexible bandwidths – ranging

from 256kbps to 10Gbps. The service provided for Plastique currently offers uncontended bandwidth at 10Mbps. BTnet Premium offers peace of mind if mission critical applications are running over the internet.

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