



Helping Hermes Parcelnet to maintain its position as market leader

Case study – Managed WAN

From the moment a parcel is received, through to safe delivery at its destination, we're helping Hermes Parcelnet to be the UK's leading consumer delivery specialist

Hermes deliver over 200 million parcels to people all around the country, working with leading high street, catalogue and online retailers including ASOS, Tesco and John Lewis. All of this is done by the company's 10,000 plus couriers – who depend on the network, every hour of every day.

Previously, a company based overseas had provided Hermes' wide area network (WAN) and requests for new network connections were an administrative nightmare. The network was also unreliable, and when problems came up, it was difficult and time-consuming to get things fixed. The delays and unreliability caused costly downtime, which began to impact on Hermes' IT team, staff morale and the entire business operation.

Phil Hubbard is the Technical Operations Manager at Hermes Parcelnet. He believes the key to having a successful business is providing a first-class service, which the company's previous supplier was failing to deliver. "The service was just horrible in terms of getting hold of people. We had to go through numerous layers of people support to get things fixed, and often we weren't even warned about planned outages," says Phil.

"This solution is a win-win. It costs less and we have our own monitoring and management capability."

Phil Hubbard,
Hermes' Technical Operations Manager



Delivering a great service

Frustrated with their previous suppliers and with the contract coming to an end, Hermes' IT team decided to act. Determined to get the business back on-track, they implemented a rigorous tender process, designed to make sure that the new supplier would be able to meet Hermes' specific and challenging requirements.

Michael Whittaker, a Corporate Account Manager at BT, invited and hosted Hermes' IT Directors at a BT Tower, WAN event. Michael was able to explain how we could address Hermes' current demands and support the long-term growth plans of the business. Hermes was impressed with our network capabilities and invited us to the tender process.

Michael and our bid team proposed a BT Managed WAN. Firstly, it would provide the right level of connectivity Hermes needed.

Also, we would be responsible for managing the entire end-to-end solution, leaving Phil and the IT team to focus on other important tasks.

"BT is a big player in the network world and, for us, ensuring we have the right service provision is key. BT promised to deliver what the business needed – a reliable network and a high-quality service. And they are – it's great," says Phil.

"Everything just ran smoothly. We had regular meetings and a weekly call with BT, and the work got done on schedule."

Phil Hubbard,
Hermes' Technical Operations Manager

A complete end-to-end solution

Today, a secure, high performance BT Managed WAN has delivered the world-class connectivity Hermes needs.

The Hermes team are getting the information they need on time, so they're able to plan delivery schedules in advance and make sure couriers are available to make deliveries, which is at the very heart of the business.

The network is proactively monitored 24/7 by specialists at BT's dedicated Network Operations Centre (NOC). They're able to spot any potential issues and fix them quickly, making sure downtime is kept to a minimum.

For the first time, Phil also has access to network monitoring tools. "Being able to get hold of this information about our network is very helpful as it allows us to review our traffic ourselves," he says. "If I get a call from a site saying the network is slow I can take a look very quickly and understand where the problem is. It's very reassuring."

A truly cost-effective solution, BT Managed WAN offers twice the bandwidth – 4mbps – of the previous network, yet the overall cost is lower. It also offers Hermes much more flexibility. The network's bandwidth can be scaled up to 20mbps and beyond in the future, if and when Hermes requires it. So as the business continues to grow, new sites can be connected and more users added. Most importantly, this can be done quickly and easily.

"This solution is a win-win. It costs less and we have our own monitoring and management capability," says Phil. "We can get new connections done in four to six weeks, compared to up to a year with our previous supplier, which is an absolute godsend for our business."

"We also have the added benefit of a management wrap, which means our network is being constantly monitored to ensure everything works properly. That's a weight off my mind."

The benefits of BT Managed WAN.

High performance – you'll get a secure, cost-effective and reliable network that delivers world-class connectivity for your business from the outset and for the future. Don't just take our word for it though, Gartner have named us Network Service Provider 'Leader and Visionary' for 11 years running. None of our competitors can match that.

Your own BT project manager – they'll be your main point of contact and will take responsibility for every aspect of the planning and installation phase. It means you'll have a clear line of communication, be kept up-to-date throughout the process, and any concerns you have can be resolved quickly.

24/7 proactive management – you don't need to worry about your network's performance, we check it for you every two minutes.

Real-time view of performance – you can view your traffic 24/7 to see if you need to make changes, like increasing your bandwidth, which means you can be sure your network's performance is optimised, all the time.

Instant alert to issues and quick fix – you have the peace of mind that you'll always have the latest information about your network's performance. And, as our network is uniquely built to CNI standards, if anything should ever go wrong, traffic will be routed another way.

Smooth, rapid implementation

Implementing any new solution, and the time it takes, can be a stressful experience. But we've successfully provided connections to the 30 sites on time. Throughout the process, the BT project manager kept Hermes up-to-date and was on hand for any questions.

"Everything just ran smoothly. We had regular meetings and a weekly call with BT, and the work got done on schedule. It was nerve-wracking for me as we couldn't extend our existing contract, but in the end I needn't have worried," says Phil.

Hermes operates from 27 depots and 3 distribution hubs in the UK. Having the right infrastructure in place has made a real difference to every area of the business. Hermes is operating at peak performance, the IT team are free to focus on more strategic areas of the business and Phil knows that if there are any niggles, he can trust us to sort them out.

We have monthly service review meetings with Hermes, which provide an opportunity to review overall connectivity and performance levels, and run through what's coming up for the business.

Phil is very happy with every aspect of the solution. "We have a reliable network that's more cost-effective, and which is capable of meeting our needs both now and in the future.

I feel more in control because I know what's going on and the service is excellent. BT ticks all the boxes."

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Phil Hubbard,
Hermes' Technical Operations Manager

Exploring new possibilities

The service reliability and relationship is so good, that Phil is looking at additional services on the network, a big testament to a successful partnership with us.



To find out more and create a solution that works for you contact us on

0800 345 7982

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