

CASE STUDY

QVIS



About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About QVIS

QVIS Monitoring is a subsidiary of Adata UK Ltd, one of the largest independent CCTV distributors in the UK, and hugely respected throughout Europe. Founded in 2014, QVIS Monitoring provide critical 24/7/365 alarm and "monitoring as a service" to businesses across the UK, which includes CCTV, personal care, fire and intruder alarms.

For more information, go to www.qvismonitoring.co.uk

Delivering a Hybrid Hosted & Onsite ICT Solution

QVIS Monitoring was launched in 2014 to offer critical 24/7/365 alarm and “monitoring as a service” to businesses across the UK.

The company monitors CCTV, personal care, fire and intruder alarms, where seconds loss impact personal safety and the security of their customers’ business assets.

“We needed a competent provider experienced with implementing solutions at green field sites, dealing with multiple suppliers and able to work with demanding compliancy and minimal downtime requirements.”

Andrew Rawlinson, Operations Manager



The Challenge

PSU performed a full study of the requirements with QVIS, identifying options to deliver reliability, disaster recovery and performance. A Hybrid Hosted solution was recommended with some services hosted at PSU’s datacentre and others at new datacentres set up specifically for QVIS.



The Solution

Having initially contacted PSU for InterTel telephone systems advice, Accent was immediately impressed by the company’s knowledge, skill and professionalism. This positive impression was further reinforced by PSU’s friendly and helpful approach and their attentiveness in getting to know the company’s detailed business requirements. Accent soon realised that PSU was the right company to deliver their telephone system upgrade and installation needs, after they presented them with a range of options that could best meet their performance and system integration requirements.

Diligent Planning & Project Management

Careful resource planning, review and reporting were vital to keeping the project on track. Physical hardware was built and tested at PSU’s HQ, enabling it to work seamlessly with all QVIS applications. The full operation including failover to the second data centre was initiated and tested 1 week before launch

Award Winning

The project was recognised as one of the Best Enterprise Hosted Solutions in the UK by the Comms National Awards in 2014.

“PSU’s previous success of implementing integrated hosted solutions was key to why we selected them. They were the best provider capable of designing and delivering a solution with the necessary agility, scalability & resilience.”



Result

With the new infrastructure, QVIS went on to acquire 200 new customers in just a few months. PSU’s out of hours system support has also been essential in keeping the platform running smoothly during QVIS’s busiest and most critical operating hours.



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.