

CASE STUDY

T.M. Lewin

EST 1898

T·M·LEWIN
JERMYN ST. LONDON

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 T.M. Lewin

T. M. Lewin & Sons Limited, commonly known as TM Lewin, is a British online menswear retailer. It was started in 1898 by Thomas Mayes Lewin who opened his first shop on London's Panton Street and later moved to Jermyn Street, renowned as a base for formal shirts.

T.M. Lewin trust FluidOne

down-under

New venture and expansion to Australia with a need for remote management meant the choice of supplier was easy for TM Lewin.



The Challenge

Menswear retailer, TM Lewin is one of FluidOne's oldest customers. When they expanded into Australia, they needed a flexible and agile connectivity solution. These new Australian stores' till and stock systems continually communicate with the UK head office, quality and reliability is vital.

Paul Huntington, Head of IT said "FluidOne has made it possible to connect seamlessly into a stable Australian Data MPLS critical for TM Lewin's success. They have been excellent in delivery – both in the UK and Australia – ensuring the network simply worked first time."



The Solution

FluidOne put in place an IPsec VPN to the UK-based network as a simple and cost-effective solution. This was supported by a managed MPLS Network in Australia to ensure seamless connectivity with head office. Here the Wi-Fi network bandwidth was upgraded to cope with employee reliance on mobile.

Timely implementation was also important to avoid financial and reputational damage. FluidOne appointed a single, dedicated Account Manager to oversee the entire process from pre-sales to implementation to go-live.



Result

The new network ensured the on-time opening of the new stores and has automated the supply chain, key for success in retail. While suppliers are based globally, all orders go through the UK so the VPN and MPLS are crucial. They ensure connectivity and create cost savings and efficiencies in stock control.

FluidOne worked closely with Australian telecommunications companies to give choice to the retailer and reduce costs while still delivering on a high-quality SLA. TM Lewin has access to a 24/7 network operations centre with onsite engineer support.



Get In Touch

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