



its.



CASE STUDY

Sheffield Chamber of Commerce

Executive Summary

ITS and FluidOne (formerly Highlander) partnered with Sheffield Chamber of Commerce to facilitate their move from a shared workspace to a high-quality flagship office located in a prime city centre location – ideal for the demands of a modern business.

By implementing a 1Gbps FibreLight solution, ITS enabled the Chamber to transition to a high-performance, secure network capable of supporting their expanding workforce and digital demands.

This case study explores how Sheffield Chamber of Commerce collaborated with Premium Chamber Partner ITS and Patron FluidOne to establish connectivity fit for the future.



Background

Sheffield Chamber of Commerce has experienced a period of significant growth, expanding its range of products and services while increasing its team. A key milestone in this journey was the reintegration of the Sheffield International Trade Centre (SITC) into the main Chamber offices, bringing together teams that had been operating separately since 2020.

To support this expansion, the Chamber consolidated its operations into a single, fit-for-purpose city centre headquarters. This move has not only streamlined operations but also fostered greater collaboration and engagement among employees by having everyone under one roof.

The new space has been designed to enhance productivity while also providing valuable meeting and event spaces for Chamber members and key stakeholders, reinforcing its commitment to the local business community.



The Challenge

The Chamber required a network with sufficient bandwidth to support a multi-use space while accommodating their growing headcount and accompanied products and services. To address these needs, they sought a local provider, FluidOne, who are supported by ITS to deploy a 1Gbps FibreLight solution at their new location.



The Installation

A key priority was to collaborate with a local provider, aligning with their mission to support Sheffield-based businesses. FluidOne, a Chamber Patron, understood this local-first approach and were successfully appointed following an extensive tender process. ITS are an existing Premium Partner of Sheffield Chamber, and after leveraging the extensive network footprint across Sheffield, both providers ensured a smooth transition to the new infrastructure. While initial estimates suggested a service activation timeline of up to 90 days - posing a challenge given the Chamber's 10-day move-in schedule - ITS and FluidOne worked closely with both the Chamber's Business Director and Westfield House's building manager to expedite the process. As a result, the ITS team with FluidOne delivered the service on time, preventing operational disruptions, and ensuring business continuity.

The Results

The Chamber immediately experienced a significant performance improvement, transitioning from ADSL (Asymmetrical Digital Subscriber Line)-like speeds of up to 80Mbps to symmetrical 1Gbps FibreLight connectivity. Symmetrical speeds provide identical speeds up and down, facilitating faster upload and download of large files to and from the cloud, for example. This upgrade allowed them to:

- Deploy their own access control systems, enhancing security and data protection.
- Eliminate WiFi “not spots” improving both employee and guest connectivity.
- Gain full control over their network infrastructure, ensuring reliability and adaptability to future technological needs.



“This marks an exciting period of growth for Sheffield Chamber. By bringing Sheffield International Trade Centre back into our main offices and consolidating two sites into a single, fit-for-purpose HQ, we’re improving collaboration, employee engagement, and creating valuable space for our members. Gaining full control over our connection has strengthened security, ensured GDPR compliance, and significantly enhanced our internet speed and connectivity - critical as we expand our services, grow our team, and further support our members and the wider Sheffield business community.”

–Danny Johnson, Business Director, Sheffield Chamber of Commerce

Key Success Factors

The Chamber attributed the success of the project to the following factors:

- **Local Expertise & Accessibility:** The regional experts within ITS conducted a UPRN-data search to confirm the new premises was On-Net ensuring seamless access to FibreLight without compromising on speed or service quality.
- **Service Reliability:** The Chamber had complete confidence in the delivery capabilities of ITS and FluidOne at each delivery milestone, which was crucial given the time-sensitive nature of the project.
- **Value Alignment:** The project aligned with the Chamber’s commitment to driving economic and business growth within Sheffield, reinforcing their preference for providers who understand and contribute to the local economy.
- **Dedicated Problem-Solving:** In cases of miscommunication or unexpected challenges, the Chamber benefited from a responsive regionally focused Business Development Manager who helped to navigate and resolve issues directly with the service provider.

This digital transformation project has empowered Sheffield Chamber of Commerce with the high-performance connectivity needed to support bandwidth-intensive applications, enhance security, and provide seamless experience for employees and guests alike.

With their new 1Gbps FibreLight solution, the Chamber now has a fully scalable infrastructure that meets current demands while being future proofed for evolving digital needs.

“If every business used just 5% more local services, the local economy would grow exponentially. It’s vital we partner with organisations that have Sheffield’s best interests at heart. Choosing a local provider was important to us, but equally critical was working with partners like ITS, who share our vision for regional economic growth. Their commitment to delivering digital infrastructure not only benefits individual businesses but also strengthens Sheffield’s digital ecosystem, creating opportunities for innovation, connectivity, and long-term economic success.”

Danny Johnson,
Business Director



“This project is something that I am extremely proud to have been a part of. The collaboration between ITS, FluidOne, and Sheffield Chamber of Commerce highlights the power of community-driven solutions. By empowering local businesses with cutting-edge infrastructure, we’re not just addressing immediate needs – we’re fostering long-term growth, innovation, and resilience within the Sheffield economy.”

Steve Brown,
Managing Director

FluidOne

its.

Get in touch...

T: 0333 996 2100

E: info@itstechnologygroup.com

www.itstechnologygroup.com