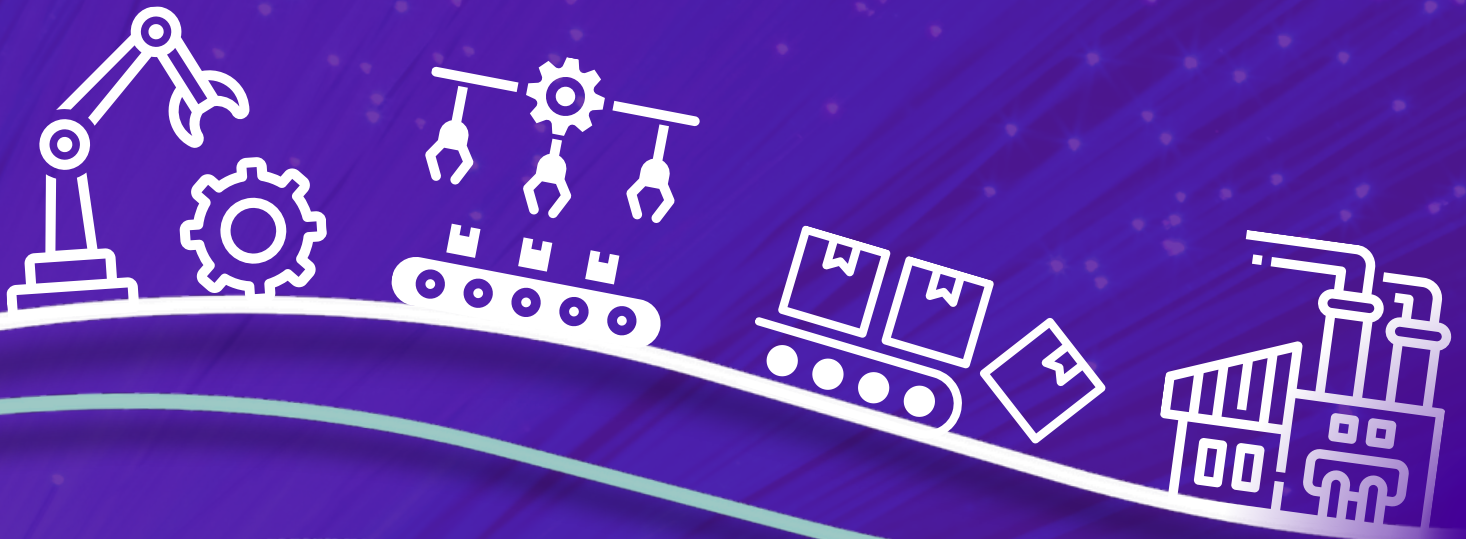


its.



CASE STUDY

Delivering Reliable Connectivity to Burton-Upon-Trent's Manufacturing Industry

Executive Summary

Mint Technology and ITS have collaborated to provide a local specialist manufacturer in the Burton-Upon-Trent area with a reliable, fully scalable leased line solution.

The project which successfully doubled the manufacturer's original bandwidth capacity to 200Mbps on a leased line, has achieved much more than speeding up operations.

Together, Mint and ITS used a 'human first, transaction second' approach to drive true value to the manufacturing industry in Burton.

The installation paired with Mint Technology's cloud and telephony service wrap around has allowed the manufacturer to move away from connectivity previously underpinned by downtime and inflated costs, and step into dependable service that meets bandwidth demand for their growing team.



The Connectivity Challenge

Before engaging with Mint Technology, the local manufacturer was experiencing inconsistent speeds on a 100Mbps leased line connection, with frequent outages lasting over 24 hours in some instances.

Alongside this, the incumbent was unable to meet its Service Level Agreement (SLA), resulting in lost trading and total business shutdowns.



This, paired with poor customer service, and unreliable support meant that Mint consulted with ITS to find a more robust solution that provided the essential true business-grade connectivity with appropriate assurance, that the manufacturer was looking for.



A Consultative Approach for a Long-Term Solution

Following an extensive consultation where Mint and ITS worked together to find the best solution for the manufacturer's exact needs, Mint was able to double the user's bandwidth to a 200Mbps solution on a 1Gbps leased line – providing the necessary infrastructure to upgrade in the future if they require.

Alongside the connectivity, Mint's confidence in the quality and uptime of ITS' solution meant that they happily introduced a cloud and telephony wrap around, that met the users demand for Microsoft 365 cloud-based solutions.

Other defining features of the collaboration included...

- **Exceptional Customer Service:** Mint Technology highlighted ITS' approach - from initial discovery to after-sales support - was handled exceptionally. ITS also managed third-party suppliers on Mint's behalf, allowing Mint to focus on delivering seamless service to the customer, while keeping them informed with regular updates on their installation process.
- **Human-First Support:** The partnership showed the true value of a human-touch - with ITS' responsive, direct, proactive service model that contrasted the delayed and reactive offering from the manufacturer's previous provider.



The Installation Process

Mint noted that the installation was characterised by **transparency, speed,** and **simplicity.** ITS provided regular updates which enabled Mint to liaise directly with the user, providing peace-of-mind. This, paired with the **simplicity of ITS' router,** made the overall installation efficient for the customer.

Alongside the physical installation, Mint commented that the ITS portal was one of the defining positive characteristics of the project. The simplicity and self-serve nature of the portal with visibility of all the necessary circuit information meant that Mint was able to provide thorough updates regarding the installation lead times that kept the user satisfied, using “**one of the best portals in the industry.**”



Immediate Improvements Post-Installation

Since the new leased line was activated, the manufacturer has experienced significant improvements in their operations. Download speeds for large files and secure backups improved dramatically, enhancing their overall productivity. Crucially, they have not experienced any downtime since the installation, ensuring their operations can continue smoothly without interruption.



Supporting Business Continuity and Growth

A key feature of the project's success was the specific attention paid to providing the speeds needed to run the manufacturer's **bandwidth-intensive manufacturing software** – used to provide bespoke cutting services to clients across the automotive, manufacturing and car dealership industry. Without the necessary connectivity, the manufacturer would not have been able to operate the **precision technology** used to cut materials to their **customer's exact requirements,** jeopardising both safety and reputation.

In such an environment, round-the-clock health and safety monitoring is essential to protect materials, high-value machinery and employee welfare. Without the right connectivity solution, manufacturers across every industry wouldn't be able to monitor operations in real-time, risking personal safety and response time.

Mint noted that without this leased line solution, the manufacturer would “come to a standstill” – making ITS' connectivity critical to safeguarding their continuity.



Mint Technology noted that one of the most refreshing parts of working with ITS was the **close alignment in values**, with a genuine focus on creating valuable partner relationships underpinned by **customer-centric support**. More specifically, Mint and ITS share a focus on best-in-class service, using frequent, transparent communication to benefit both the reseller and the end user.

Additionally, Mint and ITS place importance on **mutual trust** to provide the **best service for the customer**. This meant that Mint trusted ITS to work by any means necessary to implement a solution that provided a **long-term, fast, sustainable solution** that serves the future of the manufacturer.



Surpassing Expectations

One aspect that took Mint Technology by surprise was the consistency in ITS' service delivery, despite the company's significant growth. Even as ITS has scaled, there has always been a **consistency in 'customer-first' service initiatives**. This includes high levels of personalised services, with direct access to Account Managers, after sales support and Faster Britain Ambassadors who provide expert local insights. This **streamlined communication** and commitment to **proactive, rather than reactive**, service differentiates ITS from other providers.

The partnership between Mint Technology and ITS has delivered tangible benefits to the manufacturer, including increased operational efficiency, enhanced reliability, and scalable future growth. The alignment of values between Mint and ITS ensures a strong, ongoing relationship, positioning both companies to continue delivering exceptional service in an evolving technology landscape.

“The service we receive from ITS sets them apart in the industry. When ITS wins, Mint wins, and with such high-quality account management, after-sales support and proactive service – ITS will always be our chosen leased line provider. Working with a wholesale provider who genuinely works on building partnerships with an easy-to-use portal is so refreshing in our industry – we really do love working with ITS.”

Stuart Lilley – Sales Director, Mint Technology

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