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Precision Manufacturer Transforms Operations with Full Fibre Connectivity from ITS

ITS and iceConnect have delivered transformative connectivity at Hainault Business Park for Starna Scientific – a global manufacturer of precision optical components and Certified Reference Materials.

Prior to the installation, the manufacturer faced mounting connectivity challenges on outdated copper infrastructure.

To futureproof operations, Starna sought a full fibre solution in ITS, with a goal to achieve minimal disruption and maximum reliability.

ITS selected local partner iceConnect to deliver a future-ready solution built exclusively for business with the high-capacity infrastructure needed to support intensive bandwidth demand.

This case study explores how IceConnect and ITS collaborated to provide a connectivity solution that transcended fast speeds; but prioritised smooth delivery process and responsive support.

As a result, uniting Starna Scientific with a connectivity package designed for their success.



From Frustration to Fibre

Starna Scientific operates a 100 person-strong team relying on connectivity to manage day-to-day customer interactions, to operating precision manufacturing tools for spectroscopy exported to customers across the world.

The global nature of the business requires 24/7/365 connectivity performance to communicate across several time zones, but poor local copper connections meant they were met with constant service consistency issues. Lacking in full fibre infrastructure, Starna Scientific previously relied on Line-of-Sight wireless internet technology, but poor weather frequently disrupted signal quality, and peak usage time proved too much for the outdated solution to cope.

Through the Hainault Business Park Initiative with the London Borough of Redbridge, Starna Scientific engaged with ITS, who selected iceConnect as the preferred ISP to deliver the project, and set out clear goals for the project, which included...

-  Connectivity infrastructure designed to deliver maximum uptime for intensive customer communication requirements.
-  A service that worked harmoniously with their existing over-air solutions as a back-up service.
-  Eliminating day-to-day friction while supporting cloud-based Enterprise Resource Programmes, remote collaboration applications and Voice-over-IP services.



Why ITS?

Following engagement with the Hainault Business Park Initiative, ITS were selected based on the delivery of genuine full fibre connectivity roll out specifically to benefit business

But alongside delivering a scalable service beyond 1Gbps, Starna approached ITS based on the ability to coordinate civils, permitting and handover end-to-end.

The collaborative model that saw ITS building and maintaining the local network and iceConnect managing the service was an attractive quality, and ITS demonstrated unmatched commercial flexibility, including a free site survey, router and installation.

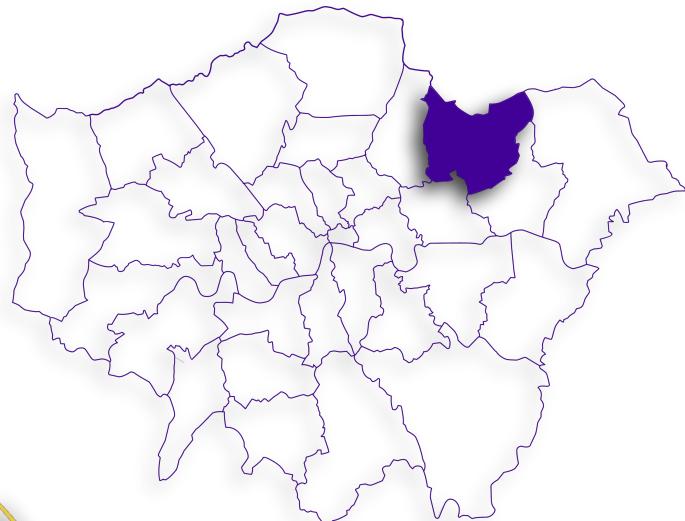




Stellar Implementation and Delivery

Professional and well-managed onboarding and installation were a few of the defining features of the project. In one month, ITS had completed a thorough site survey and civils work procuring a council permit – pushing the service live within this period.

Additionally, ITS worked to integrate ADTRAN Network Terminating Equipment into Starna Scientific's rack – maintaining the existing firewall to assure business security continuity.



ITS also tuned the LAN to ensure the manufacturer could make the most of their new bandwidth – helping them shift from sluggish performance to super speed immediately.

However, Starna Scientific commended ITS on the proactive approach to any obstructions that could have caused delays. Historic collapsed ducts meant that the installation was more complex than anticipated, but ITS worked with the local council to quickly secure the necessary permits and complete remedial works to keep the project on track.



The Immediate Results

The difference experienced by Starna Scientific was instant. Full fibre connectivity completely transformed their day-to-day operations, with lightning-fast uploads and downloads resulting in flawless video calls and zero downtime since the service commenced.

One of the standout differences is the speed in which large file transfers travel between users. As a manufacturing company, transferring large CAD files, high resolution images and complex data sets are essential, and are a critical component of keeping customers overseas informed.

Now, Starna Scientific can transfer these files in seconds, with peace-of-mind, knowing there will be no data loss as the information travels over a hyper-secure, ultrafast network.

Additionally, the manufacturer can remotely collaborate with teams across time-zones and embrace the business-grade cloud-based applications they need without compromise.



It is safe to say that the introduction of full fibre to Starna Scientific has been revolutionary.

So much so, they have recommended upgrading to full fibre to neighbours across Hainault Business Park.

“Outstanding service from start to finish. The team was proactive, responsive, and genuinely invested in delivering a great outcome. Even when challenges cropped up, they kept momentum and made sure everything ran smoothly. It’s high-speed, rock-solid connectivity at a fair price - exactly what every business at Hainault Business Park needs.”

- Starna Scientific



Starna scientific
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