



Interxion in Action - Vanco

Vanco plc serves as the single point of contact for companies seeking seamless, global network solutions. Vanco works with businesses to assess their network needs; then designs an appropriate solution and oversees implementation, security and overall management of corporate data networks. Customers include Ford Motor Company, Virgin Megastores, Hogg Robinson, Pilkington, Stork, and Smith & Nephew, among many, many more.

Vanco is able to accomplish this because it operates in a “virtual” environment, unencumbered by physical infrastructures. John Locke, Vanco’s Director of Technical Analysis, explains: “We view network lines as a commodity – a product that can be bought and sold. We don’t own any of our own network lines, and we’re not tied to a single carrier, so we are able to offer our customers more choices. We need to work with reliable partners, who can deliver the best, most cost-effective solutions to our customers in the shortest time possible.”

Carrier-neutrality tips the balance

That’s where Interxion’s leading position as a carrier-neutral network provider came in. “One of the strongest selling points for Interxion is its carrier-neutrality, says Locke. “They have the widest selection of carriers in the European market. That’s exactly what we need in order to offer our customers the best service at the lowest price.”

Vanco needs to be able to establish connections for its customers whenever and wherever they need it, so co-location is a perfect solution. Vanco has established co-location equipment housing arrangements in Interxion Data Centers in the Netherlands, France, Switzerland, Austria, Spain, Belgium and the UK.

Understanding customers’ needs

“When we were considering co-location options, the Interxion people took us on an extensive tour of their facilities, explaining in clear detail the various options available to us. Although they were not familiar with the model under which we operate, they were able to quickly assess our needs and work with us to satisfy our requirements.”

Profile

Company name:

Vanco plc

Industry:

Global virtual network operator

Background:

Vanco plc is the leading global virtual network operator, with operations in 230 countries and territories around the world. Vanco handles the design, implementation, security and management of global corporate data networks, enabling companies to communicate more quickly and efficiently across geographic boundaries.

Location:

Headquarters: Isleworth, Middlesex, UK

Claim to fame:

Ranked as one of the top 100 fastest growing companies in the UK in 2001; awarded European Communication Services Provider of the Year, 2001; listed on the London Stock Exchange since 2001.

Interxion services:

Co-location, Hands & Eyes

Contact:

John Locke, Director of Technical Analysis

Comment:

“Interxion has done a superb job in every aspect of our dealings with them. Other suppliers have not been as proactive or responsive.”



Vanco also contracted with Interxion for Hands & Eyes onsite engineering and technical services. This value added service ensures that Vanco's customers never have to worry about expensive downtime. This extra insurance is invaluable to a company like Vanco, as it enables them to focus on their customers without having to worry about possible equipment breakdowns.

Flexible and accommodating

Vanco has been particularly impressed with Interxion's flexibility in structuring a contract that suits Vanco's unique business model. "In addition to Interxion's obvious technical expertise, we have been thrilled with their flexibility in working out a contract structure that suits our needs. They didn't insist that we fit into their scheme; they adjusted their format to fit our customers' requirements. That makes a huge difference when you're doing business all over the world with a diverse customer base. Sometimes we need to make adjustments during the life of the contract, and Interxion has been amenable to that. We can't be renegotiating terms and conditions every time a new customer needs a solution. Interxion has simplified the process with its flexibility and its willingness to think outside the box."

Communication is key

One of the characteristics that has differentiated Interxion throughout the process with Vanco has been its open and forthright attitude at every level. "Good communication is essential in conducting business, particularly from a distance," says Locke, "and Interxion's project people have been the best we've worked with so far."

Customer focus

Vanco prides itself on its strong commitment to customers and has found Interxion's single-minded customer-centric focus refreshing and commendable. "We've been delighted with our relationship with Interxion thus far," Locke said. "It is quite conceivable that we would call on Interxion for additional services in the future. It just depends on how our business evolves."

He went on: "When everything goes well, as it has with Interxion, you almost take it for granted. We tend to comment only when things go wrong. The fact is Interxion has done a superb job. So, thanks for that. Well done!"

About Interxion

Interxion is Europe's leading provider of carrier-neutral data centers and managed services. With 20 data centers across Europe, Interxion supports over 600 customers including enterprises, content providers, mobile service providers, and hosting and telecommunications companies. Services such as equipment housing, onsite engineering and maintenance, connectivity solutions and a range of monitoring services provide customers with solutions to better manage their ICT and Internet infrastructures. Interxion data centers are supported by a central European Service Center with a multilingual team offering technical assistance to customers 24 hours a day.

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