

## Navigate-it.com

**Customer:**  
Navigate IT

**Web Site:**  
www.navigate-it.com

**Customer Size:**  
10 employees

**Country or Region:**  
Broughton, Flintshire

**Industry:**  
IT Consultancy / Managed Support Services

**Company Comment:**  
“One of our key business offerings is the provision of remote IT support services for businesses throughout the UK. Integral to both our operational efficiency and the client’s experience is fast and reliable Internet bandwidth. Few IT providers successfully use the cloud to provide an effective ‘virtual IT department’ for companies. Thanks to FibreSpeed and Carrier Wales we have the internet capacity essential in supporting our growth, productivity and competitiveness.”

Andrew Plews,  
Managing Director, Navigate IT



## Carrier Wales Case Study Navigate IT

Deeside-based Navigate IT Ltd provides unique IT support and consultancy services to suit all sizes and types of business throughout Cheshire, the North West and North Wales.

### The Challenge

Having outgrown its existing premises in Deeside, Navigate IT needed to relocate. One of Navigate’s key services – remote monitoring of its clients’ IT infrastructures – is delivered using the “Cloud”, and so a critical consideration for new premises was the presence of a fast and reliable Internet connection. Where would it find such connectivity? And could the bandwidth be easily increased as Navigate’s customer base rapidly grows?

### The Solution

Navigate identified Bretton Hall Properties, a small, rural business park in Broughton that had FibreSpeed connectivity thanks to Carrier Wales. Its tenants can take advantage of 30Mbps of uncontended bandwidth. In addition, through Carrier Wales’s managed service, they can add IP telephony, managed firewall, secure remote access, and content filtering services – Internet tools that deliver efficiency, productivity and security. The service is perfect for Navigate, particularly its ability to support Navigate’s Cloud-based “Service Desk” remote IT infrastructure monitoring facility. And when it’s required, Carrier Wales can add additional bandwidth quickly and easily, meaning that Navigate’s needs will be met well into the foreseeable future.

### Benefits

With FibreSpeed connectivity, Navigate can offer reliable, responsive and cost-effective IT support services to its customers using the Cloud. Up to 80 per cent of issues raised by its Service Desk monitoring system can be dealt with remotely, catching problems early and rectifying them before they become more serious and potentially more costly for the customer. Thanks to FibreSpeed’s built-in resilience, reliability of Navigate’s real-time, 24-7 monitoring is assured. And through Carrier Wales’s managed service, Navigate can become more productive and efficient in its working.

Carrier Wales is one of the leading service providers appointed to access and provide services and solutions on the FibreSpeed optical fibre network. Thanks to Carrier Wales, many North Wales businesses are already harnessing the power of this technology and gaining a crucial competitive edge.

To discover how Carrier Wales can transform your business, visit [www.carrierwales.net](http://www.carrierwales.net) or call 0800 102 102.

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