

Trinity Mirror Plc

Trinity Mirror is the biggest newspaper publisher in the UK with a varied media base including national and regional newspapers, websites, magazines and exhibitions. Employing over 12,000 staff and producing more than 250 titles, Trinity Mirror has extensive IT and telecommunications requirements.

Trinity Mirror's Group IT Network Director, Ian Wightman initially met with hSo to discuss bandwidth requirements as they were nearing full capacity on their existing network. However, the development of a new ecommerce strategy meant that Trinity Mirror was looking for more than just an upgrade to their access connection. Their current situation also meant that there was not enough capacity to connect home workers. This led to the development of a comprehensive home working strategy to permit a more flexible working environment for employees and journalists in the field.

As Trinity Mirror's headquarters are situated in Canary Wharf, hSo were the natural choice. The existence of an extensive and diverse network in Canary Wharf meant that hSo could offer 200Mbit of access at an unbeatable price. Furthermore, Canary Wharf's status as a shareholder in hSo meant that there would be no difficulty in gaining permission or arranging access.

"Value for money is important to us and hSo offered us 15 times more bandwidth for only a small increase in monthly expenditure," said Ian Wightman, Group IT Network Director for Trinity Mirror. "Redundancy was also vital and the availability of hSo's extensive infrastructure in Canary Wharf, meant that they were able to provide two routes to the Internet and load balancing to ensure that we never lose access".

Once the agreement was signed hSo, working closely with Trinity Mirror's technical team, were able to move quickly and install the service in eleven working days.

"We were very impressed with the speed and efficiency demonstrated by hSo," continues Ian Wightman. "Following the installation, we've found their 24 x 7 Customer Service Centre to be proactive and responsive to any requests for information from our technology department. In order to contract with a company for 3 years for a deal of this magnitude it was important that we chose a company that was professional and reliable."