

AMEY - DISASTER AND RECOVERY

We've got you covered

AT A GLANCE

Challenges

- Unplanned service disconnection
- unrealistic lead times from the service provider
- Potential for huge productivity and delivery impact

Benefits

- Limited impact to the business.
- Service was available within 24 hours
- Service performance

Objectives

When a service provider documentation and process error led to the disconnection of the only fibre connection to site, Amey's Birmingham project hub servicing was left completely offline. The service provider's estimate of 3 months given the criticality of the hub for the project delivery for reactivation of the line was not acceptable given the criticality of the hub to project delivery. As Amey were already working with Onwave as they asked Onwave to find a solution.

Solution

A bonded cellular connection which was set up and connected to Amey's Data Centre, restoring staff access to corporate services. The solution consisted of 8 bonded 4G cellular connections, which used a combination of SIMs from each of the 4 UK mobile networks; this avoided backhaul contention on individual networks whilst ensuring resilience provided by the necessary bandwidth.

Onwave provided a network engineer who was on site at 8am the morning after and Amey's business was operational with access to all services by 10am.

Outcome

Onwave's bonded cellular connections and lightning response meant we were able to:

Avoid unnecessary downtime

Our engineers worked late to build and test a solution and to restore full access to the Amey Team early the day after the event.