



Migration to Gamma Broadband services delivers a reliable, tailored solution for leading UK certification body



About RHM

A leading national body recognised by the UK government to assess against internationally agreed standards, organisations that provide certification, testing, inspection and calibration services. Gloucester based RHM Telecommunications was the client's chosen reseller.

The pains

With numerous rural circuits across the UK, RHM's client had previously suffered instability of their broadband circuits from a previous supplier, resulting in the need for a large scale migration of all their broadband circuits to Gamma. This had to take place with minimal downtime and disruption.

As their previous experiences had been less than satisfactory, it was extremely important that RHM and Gamma could deliver this requirement seamlessly with minimal downtime.

The solution

Gamma assigned a project manager to work with RHM and their client to access availability and meticulously plan the migration ensuring complete satisfaction.

Working together, the product section was made to balance available bandwidth with stability of the service.

The support teams were given access to the Gamma portal to keep up-to-date with any updates taking place.

The outcome

As a result of strong project management and paying close attention to the customer's individual circumstances, the migration was completed smoothly with minimal disruption or loss of service.

This resulted in the customer having confidence in RHM's ability to deliver a stable and well performing broadband service.

RHM's management of the migration was made simpler because they had use of the excellent and intuitive Gamma portal. Using this information, RHM was able to provide helpful and timely updates to the end users.

“ Our client had been in receipt of a less than satisfactory service from their previous broadband supplier so it was important to RHM that this migration was seamless. I want to express my personal thanks to the team at Gamma for their help with this recent broadband migration project for one of our key client accounts. ”

Jeff Elliot, Operations Director, RHM

The benefits

- Gamma worked closely with the channel partner to deliver a smooth and trouble-free migration of broadband circuits to Gamma
- The delivery of a reliable, top performing product
- Client satisfaction; the client viewed their service provider as giving them a better customer experience
- Ability to tailor the broadband to suit the customer's line profile thereby guaranteeing a stable service
- As Gamma maintained good control of the project, only light management was required by the channel partner, which saved money

