10ZIG TECHNOLOGY LTD
BETTER CONNECTED GLOBALY

ABOUT & BACKGROUND

Founded in 2003, with its head office in Arizona, USA, 10Zig Technology Ltd has established itself as the emerging market leader and compliance vendor in the development of Thin Client Technology whereby clients share their IT infrastructure via one server.

The company's products, created for desktop virtualisation, are sold through a global network of VMware, IBM and Citrix Business Partners, with industry affiliations including the Microsoft Partner Network among others. In addition to its US & EU head office, 10ZiG has an Asia-Pacific office in Australia.

10Zig's European head office is very reliant on getting access to the USA which is where the company's finance & shipping applications & back-end systems like Exchange are based.

Prior to switching to service providers, 10ZiG primarily used mobile phones to call its resellers, partners & customers as it had analogue lines connected to its PBX solution locally for its phone connection.

CHALLENGE

10Zig had a dual-bonded ADSL circuit which meant that it took several hours to synchronise a file to allow a customer to download it to the field. In short, levels of service would vary as the systems in place were not conducive to efficiency. The company needed to improve its services.

10ZiG wanted to switch to a cost-effective solution providing

"We now have full control over our voice calls & a much better level of service coming through SIP trunks as opposed to via the analogue lines we had before"

Kevin Greenway, Managing Director (UK Head Office)

them with greater bandwidth whilst having greater control over voice calls between the UK & USA. It was important to choose a reliable solution provider that understood the company's business and what they were trying to achieve.

SOLUTION

Node4 were selected because of their connectivity and SIPlink service providing SIP trunks for making inbound and outbound calls. The solution proved to be cost-effective, eliminating a monthly expenditure of extra charges for mobile phone usage in the office. The company now has greater bandwidth availability and can provide a better level of service to clients.

"Node4 has enabled us to make cost savings by transferring our systems to a managed circuit. Switching from using mobiles to make calls in the office to an internal system has allowed for cost reductions. We have also terminated some of the analogue lines which weren't being utilised and were proving to be a waste of money"

Kevin Greenway, Managing Director (UK Head Office)

For more information on the products and services we offer please call our Sales Team today:
0845 123 2222 or email us: info@node4.co.uk