NODE4

ROBINSON PACKAGING INNOVATION
BUILDING AN INFRASTRUCTURE FOR GROWTH

ROBINSON
Packaging Innovation

Robinson Packaging Innovation is one of the UK's largest providers of packaging solutions in custom injection moulded plastic and rigid boxes. The history of the Robinson Group dates back to the 1600s, with the origins of its present-day packaging business manifesting in 1839. Now in 2014, Robinson Packaging Innovation employs over 350 people across five sites in the UK and Poland serving customers in a wide range of consumer market sectors including food & drink and toiletries & cosmetics. As well as having its headquarters and a private Data Centre in Chesterfield, the company also supports workers out of offices in Kirkby-in-Ashfield, Stanton Hill, Lodz and Warsaw.

Over the last year, Node4 has been supporting and assisting Robinson Packaging Innovation by providing secure high-speed connectivity infrastructure to fully support its employee base working from every site and remotely. The partnership has also driven significant savings in terms of cost and time, allowing the IT management team to focus more on implementing IT strategy than keeping services running smoothly on a day-to-day basis.

INVESTING TO SUPPORT GROWTH
In 2013, having experienced a rapid period of growth, Robinson Packaging Innovation had expanded to over 350 employees and recently added new office sites in Stanton Hill, UK and Warsaw, Poland. As a result, the existing connectivity network, housed in the company's private Data Centre in Chesterfield, was proving insufficient to keep up with the rising demands of employees. The number of new users was outgrowing the capabilities of its existing servers, leading to longer loading times and a slower service for employees across all sites and remote locations.

The existing network required all employees to connect to one central location at the same time, but combined with an excess of data and more people, Robinson Packaging Innovation concluded that it needed to invest in a Wide Area Network (WAN) that would better support its current user base by providing faster speeds. It was also essential to ensure the solution was easily scalable and capable of dealing with future growth while maintaining faster speeds and keeping critical applications up and running at all times.

"The existing point-to-point network was becoming difficult to manage and taking up more of my time than it should. As the solution included equipment and services being provided by multiple vendors, it was sometimes difficult to source the root of a problem when it arose and ultimately get it fixed. We needed a solution that was easier to manage, could effectively service the new number of people and allow us to move forward as a business without IT becoming an obstacle."
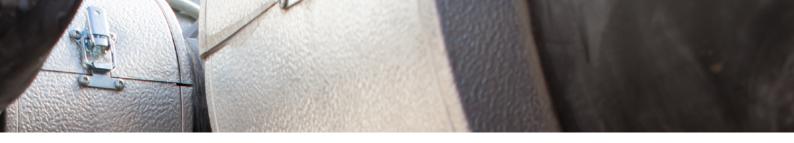Mark Pashley, IT Manager, Robinson Packaging Innovation

Robinson Packaging Innovation wanted a Data Centre partner to help them manage and deliver a more robust network as well as provide ongoing support to ensure the uptime of the network did not rest solely on the shoulders of the IT department. Node4 recommended its Ethernet in the First Mile (EFM) service based on its ultra-secure managed MPLS network. Using multiple access points to the high-speed network meant Robinson Packaging Innovation could still house its own infrastructure in its Chesterfield Data Centre, but connections could be terminated at Node4's Derby Data Centre, where a robust network firewall is also hosted.

"Node4 accommodated our specific needs where other Data Centres would not. There is no one-size-fits-all approach with Node4 and they worked with us to ensure we were getting just the service we needed. The support has been excellent – our questions are either responded to or dealt with completely within half an hour."
Mark Pashley, IT Manager, Robinson Packaging Innovation

**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**

enabling business to do business

The secure, high-speed network delivers the necessary bandwidth to all sites where Microsoft Exchange is enabled, meaning the collaboration tools used on a daily basis for internal and external communications are far more responsive. Furthermore, Robinson Packaging Innovation required that certain programmes would need to be accessed across the network and Node4 accommodated any specific requirements.These services are supported by Node4's Silver Support package, which provides full 24/7 support during the working week and access to an online web-portal.

ENABLING ENHANCED EFFICIENCY

Since the installation of Node4's MPLS-based EFM solution, Robinson Packaging Innovation has experienced a number of cost savings and increased efficiencies in the management of its entire IT infrastructure.

Overall it has almost halved its running costs on day-to-day communications expenses, which has freed up extra budget to invest in the Microsoft Office 365 applications suite for use by all employees.

By centralising support of its entire IT solution, Robinson Packaging Innovation has experienced significant savings in terms of employee time, allowing the IT management to focus on other areas of the business and helping employees get the most out of the technology investment.

"As we used a number of different providers before partnering with Node4, if there was an issue with our IT services I had to source where it was coming from before it could actually be dealt with. This usually involved making multiple phone calls and was not the smooth process it needed to be. Now, I make one phone call and the issue is resolved."
Mark Pashley, IT Manager, Robinson Packaging Innovation

The centrally managed connection to Node4's ultra-secure, high-speed MPLS network infrastructure also means that Robinson Packaging Innovation has the necessary bandwidth available to all sites to take advantage of VoIP to further reduce on phone bills and upgrade to a more modern communications suite.

"You could say that the network is three to four times faster than it was before and this has allowed us to invest more wisely in IT and move forward more freely as a business. The service from Node4 has been first class in every way from the initial meeting through to present day. I would go as far as to say that it's the best service one could hope for."
Mark Pashley, IT Manager, Robinson Packaging Innovation