



Server and Application Hosting

DATANET.CO.UK Case Study - ByBox Holdings

Background

ByBox has a network of over 14,000 secure delivery drop-boxes in more than 600 locations around the country and provides delivery solutions for customers who operate through mobile field service workers. Providing a delivery mechanism for parts and spares to be sent out through the night and delivered pre-8am to anywhere in the UK. ByBox's server system is critical to its rapidly growing operation, as its business is driven through its website. Customers can place orders, track their delivery details or monitor their services through management reports.

The solution

"We had big issues with our former, larger, service provider where they weren't escalating our problems," explained ByBox's IT Manager David Harris. "Datanet provide a personal touch and truly understand our business. We are already planning to migrate our firewall and routing over to them too."

In addition to the ISP providing its broadband connections, ByBox uses six Datanet hosted servers totalling 12 Gigabit RAM, which are stored within one of Datanet's datacentres near London. Each datacentre is equipped with the latest security technologies including palm-scanning equipment, 24-hour security, fire suppression and uninterrupted power supplies.

"ByBox's server is central to its entire business process so it needed to ensure that it met all its requirements in terms of service and robustness," commented Datanet MD, Conleth McCallan. "We took a hands on approach and sought to truly understand the business and the processes before putting together a solution tailored to their needs."

About ByBox

ByBox has a network of over 14,000 secure delivery drop-boxes in more than 600 locations around the country and provides delivery solutions for customers who operate through mobile field service workers. Providing a delivery mechanism for parts and spares to be sent out through-the-night and delivered pre-8am to anywhere in the UK.

ByBox has emerged as a killer application for companies - for a wide range of sectors from telecommunications, vending, utilities, IT through to health - which need to deliver mission-critical items to a flexible mobile field force. By delivering stock through the night to its unique locker-bank technology, ByBox guarantees pre-8am delivery performance to all its customers.

ByBox is not only a provider of electronic locker based logistics systems but also the research, development and manufacturer responsible for over 50,000 lockers in the world today.

For more information visit the website at www.bybox.com