

## Datanet and Axians enter 24/7 managed services partnership to monitor and manage Datanet's core network and mitigate against network cyber threats

*Axians turns from customer to supplier as Datanet sees the need for a trusted network advisor*

**Basingstoke, UK – 28 September 2017** – With the rise in businesses using managed services, or third party suppliers, particularly when it comes to IT – cloud hosting and connectivity provider, Datanet, has called on network infrastructure experts, Axians, to manage all network services for Datanet and its customers.

Datanet had been working with Axians for over three years providing access to server racks at their datacentre, but with the increasing number of cyber threats Datanet has turned to Axians as a trusted network advisor to help monitor, manage and mitigate any risks.

Axians' technical expertise and experience in network security and support allow Datanet to respond proactively, rather than reactively, to any network requirements and to offer a secure and high performing service to their customers. Axians created a bespoke managed services solution for Datanet, which was designed for their requirements, ensuring that any potential issues that the network faces are identified and acted on before there is any disruption to the service Datanet offers its customers.

"Axians doesn't just offer us peace of mind when it comes to cyber threats; the relationship provides for an additional layer of technical and security services we can offer our customers," said Conleth McCallan, managing director of Datanet.

"We had a really strong relationship with Axians before we partnered with them to manage our network security and performance, so while this might be an unusual 'customer-turned-supplier' partnership, we know that the team at Axians share our common objective to provide an excellent and secure service to our customers."

In less than a month in partnership with Datanet, Axians had already identified and resolved two separate incidents, which although were minor in nature, might not have been discovered without Axians' 24/7 support.

Russell Crampin, UK managing director of Axians, said: "We know that our longstanding relationship with Datanet is not a transactional one; it's built on trust and mutual understanding. We are committed to partnering with our customers, not just supplying a service, as we recognise that the success of the relationship can only be realised with the success of our customers business."

As part of this partnership, Axians is committed to providing:

- Monitoring of the core network
- Planned additions, removes and changes to customer profiles on the network
- 24 x 7 Remote technical support and troubleshooting
- Incident ownership until the problem is fixed
- Proactive incident notification for Datanet and their suppliers
- Capacity planning for services on network
- Updates to network
- DDoS awareness
- Third party supplier management
- Regular services review
- Monthly consultancy visits including professional services
- Monthly meetings

McCallan continued: "Axians has the expertise to guide us through threats to our network and it's yet another level of security that we can then offer our customers. The team are regularly onsite at Datanet to support and offer advice on how to run our network at an optimum level."

### **About Axians**

Axians supports its customers – enterprises, public sector, carriers and service providers – from IT and Infrastructure services to digital transformation. Axians provides a comprehensive portfolio of solutions: software solutions, cloud-based and managed IT services, data systems and data centres, enterprise networks and digital workspace, telecommunications infrastructures. Axians is a brand of VINCI Energies.

*Axians UK website: <http://www.axians.co.uk/>*

*Axians UK Twitter: @AxiansUK*

### **About Datanet**

With over 20 years' experience of hosting and connectivity and having won some 17 nominations and awards Datanet is an established leader in providing business class cloud hosting and connectivity services. Datanet operates from its privately owned London edge datacentre and together with its two London datacentre facilities provides bespoke rack, co-location and connectivity services.

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