

INTERROUTE CASE STUDY

SECTOR: **MANUFACTURING**

SERVICE: **INTERROUTE UNIFIED ICT**

In its search for a new provider, Thule Group found a flexible partner.



In the midst of structural change and a desire to streamline organisational growth, Thule Group quickly identified the need for a new and effective WAN solution. Following a comprehensive procurement process, it chose Interoute as its provider.

Thule Group»

interoute
from the ground to the cloud

Founded in the Swedish village of Hillerstorp, Småland in 1942, Thule Group has always stayed true to its aim of bringing people closer to nature and helping them to enjoy an active lifestyle. Today, Thule Group is a global organisation with over 2,000 employees, in 35 locations across 16 countries. Its products, which include sport and cargo carriers for cars, camera bags and multi-functional child carriers are sold throughout 139 markets around the world.

Selecting the right partner.

Thule Group is a global market leader built around a straightforward aim – to make it easy for people to enjoy an active life. Its motto ‘Active Life, Simplified’ is applied across all aspects of the organisation. When it made the decision to streamline its organisational growth, Thule Group quickly identified the need for a new and effective WAN solution. Its existing WAN services could not keep up with the organisation’s constant development. Director of IT Infrastructure, Anders Olsson, began the search for a flexible provider with the ability to adapt to Thule Group’s ever-changing world.

“It was Interoute’s swiftness and non-bureaucratic organisation that particularly appealed to me. Thule Group is an entrepreneurial driven organisation and always strives to obtain partnerships with suppliers that are ready to develop together with us”, says Anders Olsson, Director of IT Thule Group.



In Interoute we found a flexible partner with top service levels, and a willpower to do the best for its customers, at all times.”

Anders Olsson, Director of IT, Thule Group.

A network and support structure that can be depended on.

Updating a WAN service is a complex project. Nine months passed from the decision to change suppliers until a new contract was in place with Interoute. In many ways the market for WAN services can be homogenous, with little differences in product and price, the choice of provider is a challenge.

To ensure that the right vendor was selected, Anders Olsson carried out an extensive evaluation process which included a long list of assessment points.

“The majority of vendors offer a similar technology at a similar price. But product and price is not everything. At Thule Group we need a supplier that will assist us when we need it the most. We were in the search for a new provider, but in Interoute we found a flexible partner with top service levels, and a willpower to do the best for its customers, at all times”, says Anders Olsson.

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Delivering when it matters most.

With the contract in place the next step was a comprehensive implementation process that placed high requirements on both Interoute and Thule Group.

"Errors always occur during these types of complex change processes. How well your cooperation functions at these times is determined on how you go about solving these issues together", says Anders Olsson.

The implementation process was completed through an intensive and close cooperation between the two parties. An experience that gave Anders Olsson and the rest of Thule Group high confidence in Interoute's ability to perform.

"Interoute is always there for us when we are in need of support. Everyone in the organisation are extremely accommodating and you can get hold of the right person at all times", says Anders Olsson.

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Anders Olsson, Director of IT Thule Group.



Now everyone in the organisation can enjoy the ability to participate in video conference calls regardless of location and device.

Unified voice and video conferencing with Interoute One Bridge.

One year after successfully replacing its WAN solution, Thule Group is ready for the next big step – to develop its virtual communications for internal meetings and conferences.

In 2015 Thule Group began the process to install new room-based systems for video conferencing, as well as implementing Interoute One Bridge – an integrated voice and video conferencing platform from Interoute. Now everyone in the organisation can enjoy the ability to participate in video conference calls regardless of location and device.

About Interoute

Interoute Communications Limited is the owner/operator of one of Europe's largest cloud services platforms, which encompasses over 70,000 route kilometres of fibre, 12 data centres, 14 virtual data centres and 31 colocation centres, with connections to 195 additional third-party data centres across Europe.

12 Data Centres

14 Virtual Data Centres

31 Colocation Centres

70,000 route kilometres of fibre network

Engineered for the ambitious.

Its full service Unified ICT platform serves international enterprises, as well as every major European telecommunications incumbent and the major operators of North America, East and South Asia, governments and universities. These organisations find Interoute the ideal partner for Computing, Connectivity and Communications and developing new services.

Interoute's Unified ICT strategy has proved attractive to enterprises looking for a scalable, secure and unconstrained platform on which they can build their voice, video, computing and data services, as well as service providers in need of high capacity international data transit and infrastructure. With established operations throughout mainland Europe, North America and Dubai, Interoute also owns and operates dense city networks throughout Europe's major business centres.

For more information visit www.interoute.com.

If you would like to know more about us and our services you are very welcome to contact us at info@interoute.se

Interoute
Managed Services
Sweden AB
Hudiksvallsgatan 8
113 30 Stockholm
Sweden

