Sure Customer Case Study

States of Guernsey

Supporting the Digital Greenhouse to help entrepreneurs flourish

Challenge

Digital Greenhouse required a cutting-edge communications infrastructure to support its vision.

Solution

Dedicated IP feed which provides synchronous Wi-Fi upload and download speeds of up to 100Mb/s.

Benefit

A future-proof solution with speeds up to 10 GB, with the capacity to support Digital Greenhouse users.

"Having Sure as a partner that could guarantee meeting the needs of such a broad range of digital and creative individuals and businesses was absolutely critical."

Lucy Ann Kirby - Head of Digital Economic Development, States of Guernsey

Profile

BACKGROUND

Established by the States of Guernsey to act as a focal point for the growth of the digital and creative sector.

PROVIDES

A dedicated space to accelerate start-up and growth activity in Guernsey's digital and creative sectors.

LOCATION

Digital Greenhouse, Market Street, St. Peter Port, Guernsey GY1 1HB

Overview

Established by the States of Guernsey in 2016, the Digital Greenhouse acts as a focal point for the growth of the digital and creative sector in Guernsey. It is designed to support collaboration, networking and learning to enable successful innovation to thrive.

To achieve this aim, the States of Guernsey set out to identify a technology partner that could offer a cutting-edge communications infrastructure and support its vision for the Digital Greenhouse.

Users of the Digital Greenhouse are varied but they have one thing in common-technology is at the heart of their business. They are therefore more discerning in their demands for first-class technology and high capacity connectivity than the average business.

Future-Proof

In order to deliver on the expectations of the Digital Greenhouse's end users of fast and reliable connectivity, Sure recommended a dedicated IP feed which provides synchronous Wi-Fi upload and download speeds of up to 100Mb/s. This capacity met Digital Greenhouse's requirements as it facilitates remote learning, large media transfer, technological presentations and therefore enables Digital Greenhouse's objective to become a digital transformation hub.

Whilst the IP feed ordinarily runs at a 10Mb capacity, Sure designed and installed the solution to be "burstable" to ensure the most efficient use of the network and automatically "flex up" and achieve maximum speed of the bearer connection of 100Mb. This allows Digital Greenhouse to facilitate special events that would require higher bandwidth.

As a future-proof solution, Sure built into the infrastructure the ability to facilitate connectivity solutions of up to 10Gb if in the future bandwidth requirements were to increase.

Professional Experience

In designing and implementing the platform, Sure drew heavily on its global experience in delivering user-friendly yet sophisticated solutions.

By leveraging its dedicated professional services team and their deep knowledge of the IT sector, Sure was able to identify the exact requirements of the Digital Greenhouse and create a bespoke solution, and deliver what the customer needed.

For instance, as part of the design process, Sure's professional services consultants looked at the Digital Greenhouse as a whole and identified the varied yet specific requirements of its guests, members and employees. In order to meet these requirements, Sure recommended a hybrid solution of Cisco firewalls and switches with Meraki Wireless Access Points.

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This gave Digital Greenhouse a managed "always-on" solution that has benefited all users who work in hot-desk scenarios and need easy, flexible access to high speed internet at all times of the day.

User-Focused

At all stages, Sure had the Digital Greenhouse's broad range of end users in mind, including individuals and corporates needing temporary and longer-term support, as well as students and guest users of the facility. Sure therefore worked hard to design and install a platform that would be robust and hi-spec whilst also retaining a simple interface.

The strength and resilience of the Sure network was key in achieving this. The ability to guarantee consistent connectivity that has burstable capability as required has given the Digital Greenhouse both the control and capacity it needs to support its users in a wide range of scenarios.

Without this capacity, hosting events including hackathons, gameathons and live-demonstrations to global audiences would simply not have been possible. It has also ensured that users have been able to use the facility and conduct international business seamlessly 24 hours a day. Recently, for instance, users have developed business flows in EduTech across Europe and secured cyber security contracts in the US and Asia.

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In addition, Sure recognised the importance of providing ongoing technical support to the Digital Greenhouse, to give it and its members added reassurance.

Platform for Growth -
The States of Guernsey View

Lucy Ann Kirby, head of digital, States of Guernsey, Economic Development, reinforces just how pivotal the platform has been to the digital greenhouse's success:

"The digital greenhouse plays a central role as part of the States of Guernsey's digital ecosystem and its economic vision for digital growth and transformation. Having a partner that could guarantee meeting the needs of such a broad range of digital and creative individuals and businesses was absolutely critical."

"In particular, the Wi-Fi network sure has provided over the past four years has ensured fantastic uptime whilst the reliability of the network has given our members an excellent business and working environment. This solid foundation is really helping us to boost growth and diversification in our domestic economy whilst also enhancing Guernsey's reputation internationally as a centre for digital and creative excellence."

Sure's ability to deliver a cost-effective platform that could ensure always-on, reliable high-speed connectivity has been fundamental in enabling the digital greenhouse and guernsey more widely to provide an attractive platform for enabling digital transformation and creative businesses.

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