





## The Solution

In July 2017, after an extended seven-year contract with an incumbent national provider, and with a growing focus on procurement values, the HWFR Service decided to tender for its ongoing communications requirements. Not only was it trying to benefit from new cost incentives resulting from a competitive market landscape, it was also looking to upgrade its WAN infrastructure.

As a result of successfully navigating this process MLL Telecom was appointed on an initial three-year contract by the HWFR Service to deploy an upgraded WAN infrastructure to provide a faster, more resilient network, that is easy to manage and has the scope to be expanded if needed. The new WAN replaced the incumbent provider's MPLS network, a key step in providing the HWFR Service with a network that could guarantee fewer single points of failure.

**“The delivery of a high-performance Wide Area Network across all of our offices and stations, was a critical part of our strategic aspirations for ICT. The appointment of MLL Telecom followed a competitive tendering process, which took into consideration the provider's capability and track record for delivering secure, reliable, efficient and cost – effective WAN services.”**

Jean Cole, Head of Corporate Services, Hereford and Worcester Fire and Rescue Service.

MLL Telecom was successfully chosen by the HWFR Service to deliver enhanced ethernet fibre connectivity based on two overarching factors: price, and the provision and design of service. MLL Telecom was able to offer a fully managed solution replacing the incumbent provider's MPLS network, at a reduced cost and with additional bandwidth. The MLL solution also provided the HWFR Service with access to real-time network performance reporting and visibility of network utilisation to aid future capacity planning to support new services.

## Results

The switch to MLL Telecom as a provider for the upgraded WAN has benefited the HWFR Service in several ways.

First, from a customer service point of view, MLL Telecom has been a refreshing change from the norm, offering a proactive and helpful service, and working with the HWFR Service to overcome any technical challenges that have arisen during the deployment.

Second, from a technical standpoint, the deployment of the new WAN across HWFR's 27 sites is already promising a significant increase in bandwidth, particularly to stations that are wholtime (24/7), and at a lower cost than the incumbent.

The WAN will provide direct internet connectivity to stations, reducing the impact of non-emergency activity i.e. alternative services, on the rest of the WAN. Indeed, the switch to MLL Telecom as a provider will allow the HWFR Service to increase its bandwidth by a multiple of ten.

The switch to MLL Telecom was completed in September 2018 and will be the underpinning platform for other ICT project services going forward.

