



Case study

Large files? No problem. How Relish gave a London design company the bandwidth it needs.

The best bits...



Challenge:

Rapid transfer of large files
between employees and clients.

What we recommended:

Dedicated Business Internet,
with consistent high speeds
and quick installation, it is
ideal for multiple users all
needing to access and
exchange large files.

The key benefits:

- Consistent high bandwidth
- Fast uploads and downloads
- Quick set-up

Customer profile

Chu Associates is an international office design consultancy based in Jerwood Space in Southwark. Specialising in project management all over the world, the company remodels, redesigns and rebrands working spaces for clients as diverse as Canaccord Genuity, Adobe Systems and Zurich Insurance.

Customer challenge

Dependable connectivity with consistent speeds is essential for Chu Associates. With employees working around the world, in all time zones, and needing constant access to the office servers for uploading and downloading very large files, there's no place for a second rate service. Previous providers could not meet these needs and when employees are required to work with large files from anywhere in the world, this can have a negative impact on the business. Chu Associates needed a robust internet service that can be relied on to perform at all times.

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Our solution

Dedicated Business Internet was the perfect solution for Chu Associates. Quick to install and able to cope with enormous files even at peak times, it fitted the client brief to the letter.

"I'd heard nothing but praise for the Relish broadband service used by our landlord, Jerwood Space, and after trying several providers who could not deliver what Chu Associates needed I asked Jerwood Space who their provider was as I knew I had to switch," says Hans Chu, Director, Chu Associates.

"Relish were fantastic at getting the initial installation process sorted out. When my order was placed, an initial site visit and consultation were arranged rapidly and because no digging was needed for the installation, our dedicated service was up and running quickly. We also installed new servers for remote working in our office to make full use of the new fast and efficient 20Mbps bandwidth being switched on."

The results

"I had previously tried three other providers and they were all terrible," says Hans, "but with Relish everything clicked from the word go, I'm very happy with their service."

"We work internationally and pick up large files from wherever we are in the world: there is no room for a patchy broadband connection in our business. Our employees are now able to access our office network remotely. For the first time, since having Relish installed we can upload and download drawings via servers in our London office without any problem. I've even had a server installed at home and now have the bandwidth needed to do a full backup between these two servers. Thanks to Relish, my work is now constantly backed up, 24/7."

"We also use real-time video conferencing to work with our clients if we are not in the same geographical location and this now works so much better because of the increased consistent bandwidth Relish has provided. We really do have our employees working flexibly from anywhere in the world and have Relish to thank for this."

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Hans Chu
Director, Chu Associates



A little about us...

Relish is a new communications provider for central London. We know London businesses are always busy and on the move, so our services help you get online quickly and easily at fast speeds without any hassle.

Our exclusive 4G and wireless networks mean that you can get online, fast, without needing to wait for a broadband installation guy, long contracts or unwanted landlines.

From our Business Broadband services through to our Dedicated Business Internet, if you're in need of fast internet without the fuss, from Tower Bridge to Hyde Park, Mayfair to Marylebone, Shoreditch to Southwark, we've got you covered. Plus our Mobile Broadband puts a WiFi hotspot in your pocket when you're out and about.

For more information,
call us on 0330 686 6860
or visit relish.net

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