



Case study

How Relish helped Sense Worldwide with their office move, when everyone else failed.

The best bits...



Challenge:

Limited time to set up fast and stable internet.

What we recommended:

Relish Dedicated Business Internet, with dedicated speeds and quick installation, enabled Sense Worldwide to get connected in their new office before they moved in.

The key benefits:

- Quick Installation
- Fast uploads and downloads
- Reliable internet access

Customer profile

Innovation consultants Sense Worldwide provide their roster of international FMCG clients with insight and strategy to help them offer better services and get closer to their customers. After 15 years based in the London Bridge area and as a growing business employing 14 people, Sense Worldwide found a new office space in the heart of Soho at the start of 2015.

Customer challenge

As many of its clients are based internationally, Sense Worldwide needed a reliable connection to talk to clients via video calls from the moment they moved offices. The connection also needed to support large files sent by the design team.

The lease for the new office was signed in August 2014, however the bureaucracy and red tape surrounding the installation of fibre broadband meant that most providers were unable to get the new office online before the move-in date. By November, there was no clear solution in sight and it looked as if the deadline would be missed. Relish was recommended as a wireless alternative to fibre in December, and after speaking with the sales team, Raj, the Design Director, cancelled all other pending broadband contracts.

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Our solution

Based on the needs of Sense Worldwide, and with the tight deadline of January 2015, we recommended our Relish Dedicated Business Internet with 20Mbps equal bandwidth for upload and download as a solution. The service was set up before the company moved offices and provides a reliable connectivity backed by 24/7/365 support.

"We hadn't considered a wireless connection before, however, after a conversation with the team at Relish, I was surprised to hear how quickly it could be installed and that the connection was stable and fast enough to support our internet needs.

"The speed of the installation meant that we were online the day we moved in to our new offices, something no other internet provider could deliver, and meant that there was no disruption to our business services caused by the move."

The results

"In our last office space, we were locked into a contract paying for 100Mbps, which we didn't need. However, we had no choice but to pay for the service, which was very costly for a small business like ours.

"Since we moved into our new office in January, Relish is saving us a lot of money as we are paying only for the 20Mbps service we need. Not only that, but the office move had a less disruptive impact to our business operation than it could have had. If we had to wait for fibre connection, who knows when we would have been connected and productive again."

"The speed of the installation meant that we were online the day we moved in without disruption to our business services, something no other internet provider could deliver. And with Relish we only pay for the 20Mbps service we need which is saving us a lot of money."



Raj Panjwani
Design Director,
Sense Worldwide



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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