Mason Infotech turns to iomart for secure managed hosting in Nottingham

iomart

Mason Infotech

Connecting Business

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iomart customer case study

iomart provides secure and reliable managed hosting for Mason Infotech

industry

Communications Technology

Objective

To find reliable and secure data centre space in Nottingham

Solution

Managed hosting within iomart's fully accredited data centre

Benefits

- Fully secure and monitored data centre

- Central Nottingham location

- Responsive technical support

- Cost effective

Mason Infotech is a specialist in unified communications, providing the IT infrastructure alongside communications products and solutions to help organisations communicate in the most effective way possible. Established in 2002 in Nottingham, Mason Infotech has evolved from offering telephony systems to encompass complete voice and data networks, security solutions, internet access and mobile phone and data services to a range of businesses across the Midlands.

Among the complex solutions it specialises in are call centres, inter-site connectivity for multiple offices, large telephone systems and secure networks for retail and ATM transactions. Its customers include East Midlands Chamber of Commerce, Nottingham Playhouse, Motodirect and Maggie's Cancer Care Centres.

Mason Infotech uses iomart to provide the secure data centre space it needs to manage both its own and its customers' IT requirements. Mason Infotech turned to iomart originally because it needed a secure network and managed firewalls for one of its customers in the Midlands.

Stephen Mason, Managing Director of Mason Infotech, says, "I knew iomart and the reputation it had for providing secure hosting from its two data centres in the region. So when we were looking for a place closer to our offices to put the servers we were managing for that customer iomart's Nottingham DC was the first choice."

The Nottingham data centre is less than a kilometre from the city's main commercial and shopping district and offers an N+1 stable and secure environment. There is 24 hour manned security, CCTV, and round-the-clock network monitoring. It is a carrier neutral facility and can provide interconnectivity through diverse fibre routing via multiple carriers and cross connection to a number of Tier 1 carriers. Technical engineers are on site 24 hour a day and are employed and managed as part of iomart's highly skilled UK support team.

"The great thing about iomart's data centre in Nottingham is that it's discreet," says Stephen. "In fact it's so discreet that even if you drove past it a hundred times you still wouldn't have any idea it was a data centre."

When Mason Infotech employees need access to the data centre it is easy to get to and yet it maintains a high level of security with smart card access and internal and external CCTV systems. "The data centre also has all the power, air conditioning, redundancy and fire detection and suppression systems you would expect," explains Stephen. "It is the staff there, the technicians, who stand out for me. Data centres can be quite unfriendly places but whenever we walk in the iomart staff are always responsive, they help us with absolutely whatever we need. That's a big plus for us."

Mason Infotech quotes one example of how iomart's technical expertise helped one of their customers out of a difficult situation. The customer, who provides software to martial arts businesses, launched a new online service which proved to be so popular that it was threatening to crash their on-site servers.

Stephen explains, "Our customer was pulling his hair out. So we spoke to iomart and the data centre guys reacted incredibly quickly. We moved our customer's application and front end server into the data centre and after only a couple of hours of downtime we had everything back up and running. Now they have a robust service from us in iomart's cloud which is no longer restricted by bandwidth issues."

Subsequently, Mason Infotech has moved its core application service into iomart's Nottingham data centre. This includes its domain controller, Exchange, specialised billing software, telephone system and the servers and equipment it uses to support its clients.

Stephen Mason continues, "It's very easy and flexible to put new services in and take things out. It's also much more cost-effective for us than being in a London data centre because there is a more regional pricing structure."

Mason Infotech started out life as a telephone system reseller. Today it is an IT infrastructure and Unified Communications provider.

"Change is constant for us as a technology business but the cloud has changed everything," Stephen explains. "Voice and telephony is now more of an application and that application sits on the network so, as we've grown, we've needed to understand the platform that the voice sits on which is why our relationship with iomart is so important.

"When you look at it there are a lot of data centres in the Midlands but for us iomart stands out because it does what it does in the most reactive way possible. I think we'd struggle to get the sort of service we get from iomart from anyone else."

For more information about Mason Infotech visit www.masoninfotech.co.uk

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