



Reaching global markets with fibre broadband

In the voluntary role of Director and Vice Chairman of the national children's charity 'Reach', Gary Phillips needs to be able to communicate speedily and professionally.

Reach is a dedicated charity supporting families with children affected by upper limb deficiencies helping parents and professionals share experiences, information, support and guidance. Effective communication is at the very heart of the charity.



"I am now more efficient and effective"

Gary was in desperate need of a faster more reliable broadband service to make the most of social websites to raise awareness of his charity, and to reach and respond to wider global markets more effectively. Being based at his home in the rural village of Normandy, which straddles the Hogs Back on the North Downs, he didn't hold out much hope of the new fibre network being deployed to his community.

"In my senior role I rely on being connected to the world and being able to communicate using email, video conferencing and other collaborative tools. With my slow speed connection, which frequently dropped out, this was impossible. I could not hold meetings, or take part in them over Skype or similar. I could not access our document repository or our Cloud based back-office systems".

In December 2013 Superfast Surrey announced that as part of their programme, fibre broadband services were now starting to become available to Normandy and the surrounding communities.

With this information Gary contacted his existing service provider who unfortunately advised that they could not offer him a service. However, Gary approached an alternative provider who was able to connect to superfast broadband. Following a 30 minute engineering visit he was connected with his broadband speeds jumping from 300k to up to 15 M/bps (averaging around 10 -12 M/bps)

"Since fibre broadband was installed I can now use all the web based conferencing tools, download documents for meetings and use our Office 365 tools. I am travelling less with the reduced number of face to face meetings needed, and I can collaborate online much more easily. I believe I am more efficient and effective as I now have full access to our systems helping me to obtain the information about our charity quickly when I need it".

With less travelling and more time at home with the family there are the additional benefits of being able to stream videos, watch movies on Netflix and everyone in the household being able to be online at the same time without crashing the link.

www.reach.org.uk

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