



Superfast Surrey Case Study



John Salter manages the admin and logistics functions for the global internet security company Yubico and he does all this from his home in West Horsley. He ships his company's products – the YubiKey – to over 140 countries world-wide from rural Surrey. His customers include some of the biggest names on the internet such as Google and Facebook.



To run a global company from West Horsley requires great connectivity and in John Salter's 400 year old house even the mobile signals struggle to get through. To overcome this problem he has installed a special piece of equipment to get a signal indoors but that relies on having a good broadband connection as well.

His business is run on cloud computing so all his file systems and applications are hosted online across a number of remote servers. This means without a fast reliable internet connection his business would grind to a halt.

With a team in Stockholm and a boss in California this is no 9 to 5 operation. John's day extends from 7am to 10pm to take into account the differing time zones – so integrating communications into his daily life is critical.

Consequently, when Superfast Surrey deployed fibre broadband to his community at the end of June 2014, he didn't waste any time contacting his internet service provider to upgrade to the new technology.

He can now initiate conference calls with anyone across the world from anywhere in the house. This could be hosting a SKYPE video call with 10 participants, or an audio call for the company with 25 participants from the US, Sweden and the UK.

John makes use of lots of different technology including an internal computer network, with 8 PCs several tablets and smart phones, which he has now upgraded to make the most of the fibre broadband speed. He also creates training videos which used to take around an hour to upload, now he can just get a cup of coffee and it's loaded.

When asked about how the process went to get his fibre broadband connected he said; "The biggest issue was waiting for the service to be turned on, once it was, everything was fine. With my new fibre broadband package I also get free sports and can watch the rugby – that's a great treat".

John told Superfast Surrey that even in the busy parts of the day his speed test reports 60Mbps down and 16Mbps up. This is already saving the business time and money, with one European trip cancelled as he was able to use video conferencing instead. John expects to travel a lot less business miles in the future and enjoy more cups of coffee in the comfort of his own home.

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