

Jonathan Brown & Neil Downing from Interoute interviewing Krister Näsström, Infrastructure Architecture Manager, at Mölnlycke Health Care

Who are Mölnlycke?

Mölnlycke Health Care is one of the world's leading providers of single-use surgical and wound care products and services to the healthcare sector.

Why were you in the market for a VPN?

We had an old Frame relay network and were looking to migrate to a new network.

We wanted on network provider, as the non business related infrastructure team in Mölnlycke only consist of 4 people. So we were looking for simplicity and one speaking partner to work with.

Our current provider was Verizon who we knew were very good, but also big so we wanted to give them a test to make sure they were challenged when we asked for a solution to migrate our infrastructure. I think it was Capio who recommended Interoute as we didn't know who you were, but they were using you and were very happy with the solution they had.

Why Interoute?

Good people, caring for our business, right attitude and from a technical and sales perspective you had the right approach.

We wanted and got access to the engineers who could test your business successfully?

We were a big customer to Interoute rather than a small customer to Verizon.

We were also impressed by the backbone technology that was significantly different from other providers we'd seen.

How important was price?

It is important in the initial phase where non competitive priced services were filtered out.

What's important is Price + SLAs + Penalty compensation.

We felt that Interoute were prepared to back what they said with money back SLAs that paid back significantly more than the other providers. This gave us confidence that what they said they could deliver they would. In short Interoute put its money where its mouth is.

What do you use the VPN for?

We have 40 sites around the world mostly factories and sales offices and the Interoute VPN acts as an enabler for us. QOS and increased bandwidth mean we can deliver both voice and video on the VPN and we've seen visible improvement in the delivery of video, vs what we used before ISDN. I can't really quantify what the Video conferencing has saved us but I can tell you it's fully booked all the time.

We have centralised some of our applications that lend themselves to that such as SAP and ERP systems and we're looking to deploy Interoute One and OCS.

We also use Media manager for streaming internal presentations.



We were more interested in seeing a brief overview of the product mix than specifics and this was good to show us what the focus of the company was.

It's also good to know that more services are available although we tend not to buy services that are not core and have them tweaked to our spec. This always turns out to be a bad choice, people leave etc and the services are always going wrong".

But good that we have the possibility to add services going forwards, we'd be very interested in remote back up as a service, this is something we struggle with.

What were your impressions of the deployment of the Interoute VPN?

The Roll out was well managed and controlled by Derek Gould.

Extremely quick cut over when we migrated from the old Frame Relay network to the new VPN with the average down time at about 10 minutes, it was very quick. This was important for us because we wanted to avoid dual invoicing from our existing provider.

BUT when we started rolling out sites they weren't testing OK. A learning for us is that whenever we place an order for a link we need to document it fully as 20% of links fail end to end. There are 7 or 8 parts involved in delivering links from our side so when they go wrong it's painful. I feel if they were being fully tested by Interoute before being implemented we wouldn't have the failure rate.

Did you see any difference in the speed Interoute could turn up sites vs other providers?

No not really.

Do you use the Interoute Hub and what are your impressions?

Yes we use it alot, it's a very good part of the service. A really good tool, it[s being used all the time. Interoute is fortunate to have started with this being the focus so you only have on portal, rather than the many portals that other providers have. Multiple portals are a pain as you have to switch between them (like different online bank accounts).

The tactical info and finance info on the hub is a big plus.

What are your overall impressions of Interoute?

It feels like a company that's going from small to big. There are still official and unofficial ways to communicate. The benefit is that you can raise a ticket then call the person you need to get things done. But this is only necessary as the main systems aren't working well enough or quick enough e.g. tickets.

Overall Interoute is a good business partner and I like the fact it stands up for what it delivers and put's its money where its mouth is.

