

# Customers Love Our Service



John Paul Construction



**Cara**  
CREDIT UNION



**Choice**  
A HOME FOR ALL SEASONS

**BEAR MRKT**



Work The Future



Credit Union Ltd.



**OPW**



**Limerick Chamber**  
Advancing business together

**CLANCY**  
Built on Partnership

**rigneydolphin**

**Relate Care**



— ST FRANCIS —  
CREDIT UNION

**VIATEL**  
TECHNOLOGY GROUP

# Customers Love Our Service

Viatel Technology Group takes customer service very seriously. It is one of our core values. We believe that when we focus on the customer, all else follows. We strive to prove that commitment every single day, because great customer experience shouldn't be extraordinary or exceptional, it should be exactly what you expect from us.

How we deliver on our promise of customer service:

- **24/7/365 access to technical support**
- **Dedicated account management**
- **Market-leading SLA (Service Level Agreements) and response times**
- **Escalation matrix reaching right to the CEO**
- **Service managers and quarterly service reviews**
- **Certified and compliant: ISO 27001 certified and PCI DSS compliant**
- **Award-winning: Platinum Deloitte Best Managed Company and Cisco Innovation and Transformation Partner**



*“We trust Viatel. It doesn’t happen very often but if there is an issue, I can pick up the phone at any hour of day or night. We know you will react and respond in the manner we need you to so we can look after our clients and candidates.”*

**Keith O’Connor**  
IT Director  
CPL



**Watch:** Nicola Connaughton, Senior Business Development Manager, Viatel Technology Group chats to Keith O’Connor, IT Director with CPL

Cpl is a global provider of recruitment, staffing and outsourcing services with 1,500 directly employed staff. Cpl partnered with Viatel to migrate over thirty office locations from a traditional MPLS network to an international SD-WAN (software defined wide area network). We are now Cpl’s key technology partner, managing their network, hosting the company in our secure private FLEXI Cloud and exploring security options.



# OPW

The Office of Public Works is responsible for almost 800 iconic heritage sites across Ireland. Viatel Technology Group supports the OPW's team of dedicated experts who care for these sites and make them available to over eight million visitors each year. See what the OPW's Network ICT Unit has to say about working with us.



**Watch:** Viatel connects the global stream of the Winter Solstice from the ancient Newgrange site

*“The Office of Public Works (OPW) has been a proud customer of Viatel for many years. We currently lease a large number of data circuits across the island of Ireland. We have found the team, from sales to technical, to be engaging, flexible and knowledgeable on what is best suited to the needs of sites. The circuits are reliable and the technology is stable and always competitively priced to meet the needs of the OPW. The team in Viatel will always do their utmost to ensure that some of our difficult locations are serviced as best as possible and we receive regular updates on any issues from their NOC. We are more than happy to continue working with Viatel.”*



*“The rollout project was exceptional as well as the customer service that Viatel provided. I would absolutely recommend Viatel to any other retailers out there in the market.”*

**Sara-Jane Allen**

Retail Operations Director,  
McCauley



**Watch:** Morgan O'Callaghan, Senior Business Development Manager, Viatel Technology Group chats to Sara-Jane Allen, Retail Operations Director with McCauley

McCauley is a community pharmacy group and one of Ireland's most popular and recognisable retailers. Viatel partnered with McCauley to successfully design, deliver and manage a secure, state-of-the-art SD-WAN and telephony service across 40 sites nationwide. The team at McCauley is dedicated to delivering an exceptional experience for their customers and patients so a seamless rollout was a top priority when deploying new technology.



**Limerick  
Chamber**  
Advancing business together

Watch and see how the Chamber describes the experience of working with us as:

- **Reassuring**
- **Extremely efficient**
- **Maximising their spend**
- **Protecting security**
- **Aiding compliance**
- **Facilitating remote working**
- **A step towards sustainability**



**Watch:** Michaela Keating, Viatel Technology Group, chats to Limerick Chamber's Dee Ryan and Dermot Graham.

Limerick Chamber is the largest business network in the Mid-West, promoting Limerick and its environs as a vibrant, investment-ready, centre of industry. To ensure their internal systems could keep pace with their ambitious projects, the Chamber partnered with Viatel Technology Group to enhance their infrastructure; upgrading their telephone system and migrating to the cloud.

The logo for Rigneydolphins, featuring the word "rigney" in a dark blue sans-serif font and "dolphins" in a white sans-serif font inside a dark blue rounded rectangle.The logo for RelateCare, featuring the word "Relate" in a dark green sans-serif font and "Care" in a white sans-serif font inside a dark green rounded rectangle.

*“I want to thank the team at Viatel for their amazing support. Most carriers require weeks of bureaucratic processing to address bandwidth increases. Viatel’s ability to quickly process our request enabled our staff to address increased demand in an effective and meaningful manner even during the middle of a global pandemic.*

*This is just one example of the outstanding service partnership Viatel has provided to Rigneydolphins and RelateCare over the past 12 years, above and beyond the critical reliability in service delivery.”*

**Jordan Reinhardt**

Director of Information Services  
RelateCare

Headquartered in Waterford, Rigneydolphins specialises in the provision of innovative contact centre and back-office solutions to blue-chip organisations. Rigneydolphins’s sister company RelateCare focuses solely on the healthcare industry. Viatel Technology Group has provided critical resilient connectivity and voice services to the sister companies for over 12 years. Our agility and commitment to effective delivery enables our clients to keep their own customers happy and satisfied.

# BEAR MRKT

*“Orion is the perfect solution for us; it is a key way to guarantee that the customer experience at Bear Coffee lives up to the ideal. As our business further develops more digital and e-commerce options having a responsive and proactive partner like Viatel that we can count on is crucial.”*

**Derek Hughes**

Chairman,  
Bear Market Coffee

Bear Market Coffee serves up artisan caffeine in cashless outlets across the capital city. Viatel is ensuring the ‘tap n’ go’ approach is seamless for coffee lovers with the provision of Orion for guaranteed, always-on connectivity.

Orion is Viatel Technology Group’s award-winning autofailover technology. In the event of a network outage, Orion switches devices smoothly from a primary to a secondary internet connection. Once the main connection is restored, Orion automatically switches all systems back to the primary source.



*“Before we switched over we were losing 4-7 days sales per annum across the group due to connectivity issues that affected our credit card processing instore. This has been eliminated”.*

**Gavin Brett**

Operations Director,  
Choice Stores

Choice Stores is a 100% Irish family-owned retailer. To guarantee convenient and productive shopping trips for their customers, Choice has deployed Viatel’s Orion solution in all their stores. Orion keeps retail outlets trading without disruption by providing two diverse internet connections and truly seamless automatic failover in the event of an outage.



*“Clancy Construction are delighted to work with Viatel as our main connectivity partner on a hugely successful HSE project at Tallaght University Hospital.*

*Viatel & their support team went above and beyond to provide us with a solid solution that met our needs on a very demanding project.*

*We look forward to working with them in the future.”*

**Brian Costello**

Procurement & IT Manager  
Clancy

Clancy is one of Ireland’s best known construction companies with over 70 years of experience, more than 1,000 happy customers and an impressive portfolio of projects.



## **John Paul** Construction

Founded in 1949, with offices in Dublin, Cork, Galway, London, Amsterdam, Riyadh and Bahrain, John Paul Construction are leading international specialists in construction, infrastructure and fit-out with a portfolio of major national and global projects.

*“As Ireland’s leading building and civil engineering contractors John Paul Construction need reliable and fast telecoms partners. We have been working with Viatel as our connectivity partner for many years. They meet and exceed our service demands every time. I have no hesitation recommending Viatel.”*

**Jim McDonnell**

IT Manager

John Paul Construction

*“We had worked with Viatel previously in relation to their provision of connectivity to our customers. These interactions were instrumental in our decision to engage with Viatel for the provision of highly available Internet connectivity which is critical to our business.*

*To this end, we communicated specific requirements to Viatel which were delivered on in the very smooth implementation.*

*Our highly-available Internet connectivity and the 24/7 support provided by Viatel delivers reassurance that our offices will continue to operate without interruption of Internet connectivity.*

*Viatel is a valuable partner and we are happy to recommend them onwards.”*

**Liam O’Hagan**  
IT Manager  
Progress Systems



Progress Systems supplies software and hardware solutions to over 200 credit unions in Ireland and the UK. Witnessing our work with our mutual customers led Progress Systems to turn to Viatel to supply their own office with high performance, highly available connectivity.

# Our Credit Union Customers

*“Heritage Credit Union migrated to the Viatel SD-WAN solution and we are extremely pleased with the service provided in terms of network reliability, a well-managed and uneventful migration, easy access to support personnel as and when needed, and proactive follow-up of any matters arising.*

*Based on our experience to date we would have no hesitation in recommending Viatel and look forward to their continued support as we grow and develop our credit union in the years ahead.”*

**Al McAuley**

CEO

Heritage Credit Union



Heritage Credit Union migrated to Viatel's fully-managed SD-WAN to better serve their 26,000 members at nine branches across Dublin.

# Our Credit Union Customers

*“Viatel provide managed network solutions to St Francis Credit Union. We have been impressed with the professionalism and technology base brought to the table by Viatel. Their service level and threat analysis is excellent and quarterly reviews informative.”*

**Louis Fay**  
St. Francis Credit Union



*“Cara Credit Union partner with Viatel for WAN connectivity solutions for our branch network. We have found the service and support to be superfast and reliable.”*

**Aidan Healy**  
Cara Credit Union



# Our Credit Union Customers

*“Viatel provide and manage our connectivity service for our branch network and do so without any dramas or issues. At all times any engagements we have had with them have been positive and any additions we have required have been added seamlessly. They are always available to consider and advise on any requests we have and have partaken in conference calls with our other IT suppliers and advisors whenever necessary to ensure their service meets our needs and our regulatory and compliance requirements. We are able to concentrate on our business of serving our members with confidence that Viatel are ensuring that our connectivity will not cause us issues.”*

**Pat Owens**  
CEO  
Unity Credit Union



# Our Areas of Expertise

- **Secure Networks**
- **Cloud**
- **Voice & UC**
- **Connectivity**
- **Security**
- **Back Up**
- **Colocation**

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