

# CASE STUDY

## Securus



Securus Communications is a managed network provider centred on ensuring security and resilience for its customers. Founded ten years ago, it immediately made a name with its exceptional support service – rather than cut costs by using unqualified call-centre staff as rivals were doing,

Securus put engineers on the phones and guaranteed a personal service to every customer. The business continues to grow, and Securus is now Marston's Telecoms' largest connectivity reseller partner.

Brett Rowe, Director, explains.

“

Our Account Coordinator Brooke is simply stunning. She solves problems before even letting us know they exist

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Connecting the hospitality industry since 2008

## the challenge

As a complex wide area network deliverer, reliability is absolutely essential, which made Marston's Telecoms a natural partner. Our customers need their systems to be totally resilient and secure and for them that is a far greater consideration than price. That aligns completely with the Marston's Telecoms approach. They are not the cheapest but they have a good cost base and what is essential is that we know that everything will work. We can be confident they will not let us down.

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The fact that we have trusted them to connect two of our data centres together with dark fibre at high level – a critical link – shows our confidence in them.

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## the response

We are delighted to be resellers of the whole Marston's Telecoms broadband package, including their ethernet services. We have been so impressed we are now moving other estates over to them as well. We are centralising our broadband estate and making Marston's Telecoms our sole supplier, rather than having three as previously. We had discussions with TalkTalk but were put off by their attitude of: "We're the big guys, you'll do what we tell you." Instead, with Marston's Telecoms we get the security of them being backed by a plc along with a tailored, agile culture.

We are also moving all our WLR (Wholesale Line Rental aka phone lines) estate to Marston's Telecoms. With a single supplier there are fewer interactions so costs come down.

With ethernet we have a primary provider but Marston's Telecoms is our alternative to ensure availability is guaranteed to our customers. The fact that we have trusted them to connect two of our data centres together with dark fibre at high level – a critical link – shows our confidence in them.

## the result

The difference you get with Marston's Telecoms is that they listen. When we asked for more detailed invoicing, for example, they adapted their internal systems to provide it, and that now works really well for us.

Our Account Coordinator Brooke is simply stunning. She solves problems before even letting us know they exist, proactively taking action rather than landing us with a headache. We feel we have her complete focus, and her communication, empathy and understanding of our challenges is brilliant – which, ironically, is rare for people in the communications business! With Marston's Telecoms, we never have to ask twice.



## the verdict

Our vision is to grow Securus to break £10 million revenue by 2026. Marston's Telecoms gives us the breadth of portfolio, extended reach and safe support to help us do that.



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