

Case Study

Bolsius relies on Interoute to initiate growth on track

The candle manufacturer Bolsius is growing, especially in Central Europe. To properly support this, the business applications and the communication between the different locations must be able to count on a robust and reliable network. Interoute, owner and operator of the advanced European fibre network for voice, data and internet traffic, is chosen by Bolsius to deliver a new network that meets its business and ICT requirements both now and for the future.

The company was founded in 1871, when the Bolsius brothers started making beeswax candles using traditional methods. Today, it produces hundreds of millions of tea lights, table and fragranced candles in the Netherlands, Germany, England and Denmark. It is by far the largest producer of candles in Europe, with over 900 employees and exports to over 50 countries.

Marcel Donkers, Bolsius ICT Manager said *"Due to our rapid expansion and changing business requirements we began looking for a new supplier of data communications. We wanted to maintain the existing quality and at the same time try to achieve cost savings. Cost is very important to us, because data communications swallows a significant proportion of my ICT budget. After a tendering process, Interoute proved to be the most suitable supplier for Bolsius".*

So why Interoute?

Donkers told us *"We chose Interoute because Bolsius is increasingly expanding into Central Europe and they have more Points of Presence (POPs) in that region and therefore a better infrastructure than our former provider and other providers. The big advantage is that new sites are easier to connect at a lower cost".*

Proving of Concept

The network migration started with the Netherlands and Germany sites, where the connections were quickly operational. Donkers said *"The migration went smoothly thanks to the professional guidance and support from the specialists within Interoute. The migration, performed for each site, took an hour or less and went smoothly."*

The subsidiary site in Kobylin, Poland was a little more difficult. Kobylin is a major production site. It employs 500 people from which 65 are using ICT devices and tools, but in the summer, staff increase to 600 or 700 people to handle the seasonal demand of the product. For this site Bolsius wanted a "Proof of Concept" to see if the service Interoute delivers is truly comparable to its old solution in terms of latency, the guaranteed time a data packet within a network needs from A to B, and fewer drops or time outs.

The quality of the connection is important because Bolsius runs applications through a Citrix environment that are made available to all employees.



Donkers explains: "To make the Citrix traffic run smoothly flat response times are required. If that doesn't go well, the user experiences freezing screens or even worse, he loses the connection. The response times for Kobylin were good and the desired quality was achieved."

More benefits of deploying an Interoute Network

Disaster recovery plan

In 2007 Bolsius built a second on-site data centre. The two mirrored data centres are now connected by a dark fibre cable and are connected to Interoute's network via two diverse routes giving Bolsius a truly resilient solution.

A quality upgrade

The storage and distribution of candles is outsourced to a company in Sady, Poland and Bolsius has staff based at this location. The increasing importance of this location made it necessary to migrate it from its existing Internet connection to the new MPLS IPVPN network giving it guaranteed bandwidth and latency.

Cost reduction

With Interoute, the implementation and maintenance costs are proving significantly lower.

Managed outsourced services

Interoute now manages all the network connections for Bolsius, removing cost and burden of managing a complex international network.

More Internet bandwidth available

Connection to Interoute's network provides higher bandwidth, giving all employees of Bolsius, including home workers, access to faster browsing on the Internet.

And to the future

Bolsius is currently considering Interoute's Media Services, a content delivery network that supplies a complete solution for all forms of secure and scalable media distribution and Media Manager, a streaming and download platform for ultra high volume of on-demand content, into their business.

In addition, Bolsius wants to introduce video conferencing, so employees need to travel less and thus further substantial cost savings can be achieved.

Another efficient and cost effective internal communication medium also being considered is Interoute One and Microsoft Office Communications Server 2007 R2.

