

# EDICOM consolidates growth and becomes a technology pioneer in data transmission

colt

Case Study

## Client

EDICOM

## Business

Integration, transmission and automatic handling of data interchanges between companies.

## Sector

Technology

## Challenge

To continue to grow and innovate through the provision of secure and reliable services to customers.

## Products and services

High bandwidth Ethernet, IPVPN, Internet Access and Colocation services.

## Colt services underpin EDICOM's guarantee of ultimate performance and security to their customers.

EDICOM, a multinational company based in Paterna (Valencia, Spain), was established in 1995 and offers data integration, e-commerce and systems for the transmission and automatic handling of data interchanges between companies and their suppliers anywhere in the world.

EDICOM's customers include large organisations within the pharmaceutical sector, the automobile industry, supermarket chains, healthcare suppliers, governmental organisations and logistics operators. They all share a common requirement to share data and integrate systems with their commercial partners to ensure the smooth operation of their supply chain.

### Infrastructure supporting business growth

EDICOM's success is based on providing secure, highly available services for their customers.

This is made possible thanks to the company's collaboration with Colt.

EDICOM first chose to work with Colt when they started to encounter problems with reliability, delays and incorrect invoicing from previous suppliers. It was also aware of Colt's considerable reputation for quality and its availability guarantee. In 2004 EDICOM chose Colt to provide their Internet access, a voice circuit and a 2Mb corporate

LANLink connecting their data centre and the company's headquarters.

These early services were critical in helping EDICOM develop its customer proposition, "Colt's services allowed us to develop the strategy to offer solutions that would always be available and the necessary security for our clients - whether via e-commerce or the supply chain - to have access to their supplies or payments. Colt offers exceptional quality of service, with immediate assistance and commendable stability, all for a reasonable price," says Santisteban.

“Colt combines the technology, knowledge and know-how of its engineers with a clear understanding of our business needs and customer service. Colt has been a trusted partner for more than a decade.”

Raúl Santisteban  
Head of Systems, EDICOM

The reliability and availability of Colt’s service, means EDICOM can fulfil its commitments to its customers. This has allowed EDICOM to grow its business more than 300% since 2008; a growth that is evident in its offices in eight different countries, a team of more than 330 specialist engineers, almost 13,400 client companies and revenues of more than €76m.

### **Essential guarantees for the future**

Another of Colt’s qualities praised by EDICOM is “the quality of its staff – who have experience and considerable know-how. When we have a problem or a business challenge, Colt proposes different and highly suitable solutions and proposals, depending on what we need. That is why,” says Santisteban, “we consider Colt to be a technology partner. Immediate access to Colt engineers is a guarantee of efficiency, which is essential for us and provides us with peace of mind, as we can improve things as necessary to keep the service active.”

### **Moving forward with Colt**

With security at the heart of their customer proposition, it is no surprise that EDICOM needed a state of the art disaster recovery solution in place. To support their existing data centre, EDICOM asked Colt to provide a complete back up infrastructure solution that would support their growth forecast for the next two years.

As a result Colt provided a secure colocation solution for the recovery service at the Colt data centre in Valencia. EDICOM now have their own high security cold corridor to host 18 racks (9+9) and an access code for each rack. They also have an encrypted 10Gbps LANLink connecting their data centre to the back-up centre.

Now, with the first Colt encrypted 10Gbps LANLink in Spain, EDICOM can boast of providing a unique guarantee of total security for its customers throughout the value chain.



For more information,  
please contact us on:

**+44 (0) 20 7863 5510**  
**sales@colt.net**  
**www.colt.net**