## About

Over 2,000 companies procure Unified Communications, Cloud and Network services from Exponential-e. The company prides itself on the fusion of complementary technologies - a wholly owned 100GigE Ethernet carrier-class network; a top-grade Unified Communications platform and its Enterprise-class Cloud infrastructure - which have been seamlessly integrated to deliver enterprise applications at wire speed for a superior end-user experience that is covered by a true end-to-end Service Level Agreement (SLA).

The company has demonstrated the highest levels of compliance with industry standards and has been awarded five ISO accreditations.

## Background

In order to deliver Unified Communication services to complement its high quality connectivity and Cloud services, Exponential-e needed to ensure that it had control over the standard of service and level of features delivered, so it began to evaluate building its own platform.

"I had well defined ideas about the type of platform I wanted to build. It not only needed to be robust, scalable and flexible, but also needed to be built on the same core values of quality and innovation associated with other Exponential-e services," said Dan Baines-Holmes, Head of UCC Operations at Exponential-e. "SIPHON was my first port of call. I had worked with them in the past and knew I could rely on them to deliver the right functionality against whatever timeframe we agreed," added Baines-Holmes.

Baines-Holmes continued, "We wanted a platform that could deliver a top quality service, but could also evolve to deliver truly innovative services via the technology, an approach which is at the core of Exponential-e's organisational values."

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> *Exponential-e*

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## Solution

The contract to supply, build and support the new UC platform was awarded to SIPHON. According to Baines-Holmes "with our agreement in place, SIPHON took full responsibility for the build of the platform, which was delivered on time and to specification. The expertise and professionalism of the SIPHON team meant that I was able to focus on setting up the associated operational support systems and processes. It was definitely a complementary arrangement - we worked very well together"

Baines-Holmes went on to comment on how the platform has been evolving since it was first deployed, enabling Exponential-e to drive leading edge innovation with Unified Communications through the launch of its UC-One offering. "We wanted to offer a true unified communications experience with instant messaging, mobile clients and collaboration rather than just a voice-orientated service. SIPHON was an obvious choice of partner as it continues to be at the forefront of innovation in this space."

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"SIPHON has built a reliable, robust and resilient platform for us and the support we have from its team across all the products is first class. As SIPHON works so closely with my engineers it effectively provides us with an extended second line support team. This gives us the comfort and confidence to continue pushing the boundaries of innovation." concluded Baines-Holmes.

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