



Customer:
RightNow

Challenge:

As a result of RightNow's growth and success, the company was expanding overseas and consequently had plans to open a new data centre in the UK. RightNow needed high bandwidth connectivity delivered by a Tier 1 carrier. It was crucial that the proposed service was delivered quickly to ensure a continuous uninterrupted communication between their current, and existing data centres.

The Solution:

AboveNet was chosen by RightNow to implement a solution that would meet its current needs, as well as support future growth. RightNow's key drivers for service were for on demand bandwidth, security and scalability. It was crucial for RightNow to select a network partner that could offer this; AboveNet's dedicated connectivity solutions supported all of these requirements and more.

AboveNet recommended its IP Transit service to deliver RightNow maximum performance and unparalleled reliability as well as providing connectivity to a key data centre in West London. AboveNet was able to deliver the solution well within RightNow's tight project timeframes. Today, RightNow has unsurpassed Internet access and a resilient, scalable network that allows it to deliver fast, precise communications and continue to be recognised as an efficient, reliable company.

Result:

At AboveNet, customer satisfaction is the number one priority. As a leading provider of high bandwidth connectivity solutions, AboveNet is committed to providing a superior service ensuring solutions are installed and maintained to the highest standard. Delivering high quality services is a philosophy shared by RightNow, and this similarity was an influence in its selection of AboveNet as its network provider of secure, high bandwidth connectivity.

"We were working under very stringent time constraints with this new data centre project. I had worked with AboveNet in the past and knew that their global connectivity would be perfect for our new data centre".

"We were able to get connectivity up and running in less than 30 days with no issues; I couldn't be happier with the entire process. From the account team, to the engineers, everyone I worked with was extremely professional and worked diligently to deliver the service we needed earlier than expected".

Robert Richardson, Lead Network Engineer, RightNow



AboveNet™



Case Study RightNow

"AboveNet was chosen to implement solutions that would meet current needs as well as support future growth. RightNow's key drivers for service were for on demand bandwidth, security and scalability; AboveNet's dedicated connectivity solutions supported all of these requirements and more".

Robert Richardson
Lead Network Engineer
RightNow



"We have invested heavily in our assets to ensure that our dedicated team is focused on providing the utmost customer support and services".

"We are delighted to have met and exceeded RightNow's expectations of delivering a high quality network solution. By doing what we do best, delivering high bandwidth connectivity networking solutions, we were able to ensure RightNow has an efficient, cost-effective network that is reliable, scalable and future proof".

Alan Berryman Vice President, Sales and Marketing



AboveNet

About AboveNet:

AboveNet, Inc. is a leading provider of high bandwidth connectivity solutions for business and carriers. Its private optical network delivers key network and IP services in and between top U.S. and European markets. AboveNet's network is widely used in demanding markets such as financial and legal services, media, health care, retail and government.



About RightNow:

RightNow is a provider of on demand customer experience solutions that helps consumer-centric organisations deliver great customer experiences. RightNow CX, the customer experience suite, provides an indispensable service to deliver exceptional customer interactions across the web, social networks, and contact centres, all delivered via the cloud. With more than ten billion customer interactions delivered, RightNow is the customer experience backbone for nearly 2,000 organisations.

AboveNet European Headquarters

Brandon House
180 Borough High Street
London, SE1 1LW

Tel: +44 (0)20 7220 3800

Fax: +44 (0)20 7623 9001

Email: enquiries@abovenet.net

www.abovenet.co.uk

© 2011 AboveNet, Inc. All Rights Reserved.
AboveNet and the AboveNet logo are
trademarks of AboveNet, Inc.