

### DrayTek chosen to keep vital lines open for Citizens Advice Cornwall's nine help centres when upgrading to fibre broadband



**Client:**

Citizens Advice Cornwall

**Partner:**

Breathe AV, Warwick

**About the company:**

Citizens Advice Cornwall is an independent charity that provides free confidential information and advice, over the phone and online, to all members of the local community. Staffed by full-time and volunteer advisers, it is one of the largest local branch franchises in the UK, with nine offices spread right across the entire county of Cornwall.

*"When it comes to routers there is always a fear of having to reboot the system and wondering if it will ever not come back on again. Not the case with DrayTek - they are so reliable"*

**Paul Stallard, IT Support, Citizens Advice Cornwall**

**Product:**



Vigor 2927

#### The Overview

Citizens Advice Cornwall upgraded to DrayTek Vigor 2927 routers for reliable, remote connectivity. These routers support stable connections and future-proof the system, helping efficiently handle increased call volumes on various issues for Cornwall's citizens.

#### The Requirement

Always looking to improve their service to local people, Citizens Advice Cornwall wanted to upgrade their interconnectivity and take advantage of faster fibre speeds. This would enable them to better handle the large volume of calls from people needing help with debt, benefits, consumer issues, housing, employment, discrimination and relationship breakdowns.

Given the nature of the service, it is hard to stress just how important it is that people can get through to talk to an adviser. In charge of making that happen are Paul Stallard and Martin Toy, the IT Support Team for the organisation's nine offices, which are distributed throughout Cornwall.

Not surprisingly, as well as outstanding reliability and security, remote management was a major consideration for the team. It would mean that rather than spending hours travelling between the nine scattered sites, involving a 250-mile round trip, often on a small rural roads, they could devote more time to keeping the whole IT estate in perfect working order.

*"We needed a system that is easy to understand and use, easy to maintain, reliable and secure. A system that you can just fire up and forget."*

**Martin Toy, IT Support, Citizens Advice Cornwall**

### The Solution

Citizens Advice Cornwall had a range of legacy routers, many of which were unable to meet the requirements of the new fibre system.

When researching replacements, both Paul and Martin drew on their extensive IT experience. *"If you want a product that is reassuringly secure, reliable, easy to use and configure, is intuitive and a pleasure to work with, then you can't go wrong with DrayTek,"* said Paul. Martin agreed, *"I have used DrayTek over many years, so I'm very familiar with the brand and I know and trust that DrayTek works."*

Their trust in the product resulted in DrayTek Vigor 2927 routers being installed in each of the six offices that had already moved to full fibre. As the other three offices upgraded from ADSL, they too will receive DrayTek Vigor 2927 routers.

The DrayTek Vigor 2927 series Dual-WAN load balancing firewall VPN routers allow Citizens Advice Cornwall to make the most of FTTP fibre broadband, with gigabit WAN throughput, extensive firewall, content filtering, VPN client/server and quality of service controls.

As well as providing a network ideal for their operation, the routers can also be centrally managed via the VigorACS central management platform, which can provide automated/bulk firmware updates, VPN management and alarms for connectivity or other issues.

Together, those features deliver significant benefits for the IT team. In Paul's experience, *"They offer a stable connection, where once installed they can be left alone, doing their thing. From a resource point of view, DrayTek can be relied upon so we don't waste time, allowing us to get on with other tasks."*

### The Conclusion

Paul and Martin are pleased with their choice, confident that the DrayTek routers will help Cornwall's citizens now and into the future. Paul explained why; *"Having looked at the market for a router that could handle fibre without affecting or constraining the bandwidth, to prevent bottlenecks that would affect workflows, it was brilliant that DrayTek, with their reputation for security, flexibility and reliability, could also offer a future-proofed fibre solution."*

DrayTek Corp. was established in 1997 with a mission to design and build premium networking products to help businesses make the most of their online connectivity. DrayTek's product lines range from enterprise-level firewall Security, VPN facilities for teleworking and branch-linking, versatile xDSL CPE, Switching, Voice-over-IP and wireless solutions:

- Complete range of WAN Security/Routing products
- Headquarters, Taipei, Taiwan, ROC
- Specialising in innovative networking products Worldwide Distribution and offices
- Listed on Taiwanese Stock Exchange 2004
- 180 employees worldwide, 45% R&D
- ISO 9001 Certified

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