

Pulsant provide colocation services and ensures resilience for Magrathea

Magrathea Telecommunications offers a range of wholesale telecommunications network services. It is one of the first businesses to offer UK-wide geographic numbering to IP service providers, enabling its clients to offer solutions that could compete with traditional telephony services.

Challenge

Magrathea needed to find a new provider of colocation services when it became necessary to move part of the firm's network out of one of its data centre sites. The organisation also required additional resiliency for its telephony network in order to prevent the possibility of any downtime, which could seriously harm the business.

Pulsant solution

Pulsant now provides Magrathea with three colocation racks in its 'Pulsant 2' Maidenhead-based data centre, providing dual feed capability to achieve enhanced resilience and prevent the possibility of any downtime.

Results

Magrathea's network is now highly resilient with various links between data centres. It is now constantly working to make further improvements so that calls remain uninterrupted.

Client:

Magrathea Telecommunications

Pulsant solution:

Colocation

Outcomes:

- Business continuity



 magrathea

Pulsant's resilient hosting services support Magrathea's telecommunications network

Magrathea is the UK's leading supplier of managed, next-generation voice services to business clients. Founded in 1995 by Linus and Melanie Surguy, Magrathea was named after the custom world-building planet in the Douglas Adams book 'The Hitchhiker's Guide to the Galaxy'. Using its in-house technology, the business offers a range of telecommunications services and solutions, with access to virtually unlimited bandwidth. As a founding member of ITSPA (Internet Telephony Services Providers' Association) and active participants of the FCS (Federation of Communication Services), Magrathea provides technical and regulatory guidance in negotiations with Ofcom, parliament and industry.

Creating a supportive and effective partnership

In September 2017, Magrathea was looking to move part of its network connections into a new data centre. After reviewing several options, the organisation engaged Pulsant as the new colocation host.

As a 24/7 international communications company with responsibility for thousands of telephone calls that constantly pass through its network, business continuity is at the top of Magrathea's agenda. The possibility of a power outage affecting its network would be unthinkable for its business operations, with a huge potential to cause lasting business and reputational damage.

In light of this, Magrathea tasked Pulsant with installing dual feed into its racks inside the data centre to prevent its systems from going down if there were ever a loss of power to the main feed.

Pulsant solution

After starting off with a couple of racks in the data centre in 2017, Magrathea expanded rapidly and within two years took on a third rack. The business also retains a fourth rack for use in the future in preparation for the expansion of its operations.

Magrathea now has access to a highly resilient environment and round the clock support, building greater resilience and reliability into its systems, and enabling it to confidently offer highly available services to its customers. The improved resiliency Magrathea has already gained is also being further enhanced with additional hardware improvement work from Pulsant.

Pulsant has the technical flexibility to offer Magrathea additional support by creating a bespoke arrangement enabling the setting up of a direct connection from one of Magrathea's carriers to run across the data centre and directly into its racks.



“We would definitely recommend Pulsant to other network service providers. The accessibility of the data centre is simple and user-friendly and we've had no problems putting in feeds from all of the carriers we've needed to because it's such a well-connected site. The whole process we've had with them on setting everything up has been remarkably smooth.”

Lucy Elder-Bowles,
Network Manager, Magrathea

“Pulsant is always there to help with the right people available whenever we’ve had to ask questions. It’s always a pleasure to speak to their team and we have a really good working relationship. There isn’t an issue they haven’t been able to sort out one way or another.”

Lucy Elder-Bowles, Network Manager, Magrathea

Enhanced resilience enables continuous operations

Magrathea’s network is now highly resilient with various links between data centres and is constantly working to make improvements so that calls remain uninterrupted. The business’ future expansion plans mean it is set to take on the fourth rack within the next five years. As part of its continuous upgrading programme, Pulsant has recently provided additional power resiliency for Magrathea and all its other customers hosted in the Maidenhead data centre.

Industry changes mean Magrathea will be connecting with its carriers in a different way in future. Elder-Bowles predicted that this situation will result in the company bringing in further connections to Pulsant’s Maidenhead site over the next five years.

“The biggest thing with Pulsant for us will always be the ease of access on site when we need to get to our kit quickly. Other data centres can sometimes make that quite challenging. Pulsant makes things simple, even when we had to send someone in during the first UK lockdown in Spring 2020, there were no problems at all,” she added.

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