

Client: Anglian Water

Anglian Water is the largest water and wastewater Company in England and Wales, covering 27,500 sq km, representing 18% of the area of England & Wales. Anglian Water undertook an evaluation to find a supplier of DR services in close proximity to its call centre operation based in Lincoln. After visiting a number of DR centres in this area, Anglian Water selected NetSupport's DR facilities as a preferred location to support their Disaster Recovery requirements due to its resilient connectivity and redundancy to meet their customer demand.

"The main reason for choosing NetSupport was due to its high reputation as a premier provider of Business Continuity, Co-location and Disaster Recovery facilities in the eastern region and taking in account that it offered highly secure facilities with resilient Power and UPS, together with financial stability and a high level of customer satisfaction.

At Anglian Water we take business continuity very seriously. As our products – drinking water, treatment of wastewater - are essential for health and wellbeing, it is vital that we maintain our services through any crisis. With this background we are delighted to have selected NetSupport as our provider of a Disaster Recovery Centre, particularly supporting our Customer Call Centre and Operational Management Centre. Our confidence in NetSupport services grows off the back of successful tests of their facilities; recently we had over 100 of our staff working from their Market Deeping site. We have found NetSupport incredibly supportive through the testing of their facilities; all of our requests for access and assistance have been fully accommodated. We look to the future with far greater confidence that we can manage our business through a crisis having a DRC solution with NetSupport."

Simon White
Business Continuity and Emergency Response Manager
Anglian Water Services

