

Nominee: LDeX Group

Nomination title: Providing best in class colocation solutions to clients outside of central London

How long has your organisation been involved in the IT services and solutions market in EMEA?

As a datacentre and network connectivity provider, LDeX has gone from strength to strength in offering best in class colocation facilities in London since operations began in early 2012. Situated 6km from the city centre on Staples Corner, the company recently expanded its colocation offering with the acquisition of Ping Networks, a successful managed communication services provider. Over the last two years, the company has attracted many high profile tier 1, tier 2 and Internet Exchange Points such as LINX enhancing connectivity by enabling them to peer on the LINX Juniper LAN.

LDeX has attracted an array of clients in the managed services, media, telecoms and financial sectors to date. With an onsite satellite farm and extensive experience in streaming satellites over IP, the company lends its expertise to media clients by ensuring that content is delivered at ultra-fast low latency speeds and also offers services to those looking for a centralised media hub in London.

Are there any key projects delivered in the last year that demonstrate this candidate's suitability for the award?

Over the last year, the company has managed a number of big migration projects which have gone particularly well. Each customer has received extensive client support services throughout all stages of the process. Many of them have noted the exceptional support and access which has been available to them from the senior management and operational teams on a 24x7 basis.

Key project - Simplestream

Broadcast services provider, Simplestream, migrated its infrastructure to LDeX to centralise the company's media hub operations. The LDeX team have been on hand to address broadcast media requests which they have had, enabling them to stream large events such as the RBS Six Nations match in Italy using the organisation's colocation facilities and satellite farm. Having completed the migration process, the company has since launched a number of hosted application platforms such as TV Player, enabling consumers to pick which programmes they would like to watch.

Simplestream acquired a number of new clients in 2013 and the migration of its datacentre operations to LDeX gave them the room for expansion for its existing infrastructure. Simplestream was also selected by Discovery Networks DMAX Italia channel to stream the RBS Six Nations Rugby in Italy and more recently the French Open in Spain. LDeX have been instrumental in providing a robust system which can support streaming such large events.

What key vendor and industry accreditations does that vendor have?

LDeX holds a number of ISO industry accreditations including ISO27001:2005 (Information Security), ISO 9001:2008 (Quality Management) and ISO 50001:2011 (Energy Management).

What endorsements does that nominee have from their customers and/or their technology partners?

"When looking to choose a data centre provider in London, we sought one which could not only deliver mission critical colocation and network services, but as a business partner offering advice and support to our team when needed. Since becoming a customer at LDeX, the experienced senior management and operational teams have been outstanding in offering remote hands and technical support to use on a 24x7x365 basis."

Paul Shannon, Managing Director, ANS Managed Services

"LDeX has provided us with excellent mission critical datacentre and network support services enabling us as a business to focus on enhancing our core offering in the market and expanding our customer base without having to worry about the back end."

Paul Shannon, Managing Director, ANS Managed Services

"We spent a long time trying to find a suitable datacentre for our secondary environment. Since moving to LDeX, we are happy that we have finally found a provider that satisfies all pillars of our security domain, has a world class datacentre facility and technical support and processes to match. LDeX treat us the same way we treat our clients - In LDeX you are not a number, you are a valuable client."

Graham Carey, VP Infrastructure, MoneyMate

"I was very impressed with the experience, friendliness and professionalism of the senior management team at LDeX. Knowing that we have direct access to the management team and on-site technical support 24x7x365 basis was of great importance to us."

Ronan Collins, CTO, MoneyMate

"LDeX has allowed the company to create a secure and reliable media hub based just outside of central London"

Adam Smith, CEO and Founder of Simplestream

"LDeX are an incredibly personable and accessible organisation which is important when working in a fast paced environment. The facilities are easy to access which is important for Simplestream as our media hub is operated out of London."

Adam Smith, CEO and Founder of Simplestream

Why nominee should win

- 1) Exceptional customer service and onsite support with numerous industry accolades to it's name
- 2) Robust and resilient multi-tiered approach to physical and network security
- 3) Extensive expertise in providing agile colocation, network connectivity and streaming media solutions
- 4) Growing organisation which treats each customer as a valuable client as opposed to just a ticket number

5) Offering tailored solutions to clients of varying sizes.