Intellect Broadband Campaign
Case Study 4 – T-Plan

**Case Studies Demonstrating how SMEs in the ICT Sector are using Broadband
Campaign Sponsors: Intel Corporation (UK) Ltd**

Website: – www.T-Plan.co.uk

Contact: Steve Marshall

Type and size of organisation:
SME based in Cornwall providing test management solutions. 15 employees.

Description of Business:
T-Plan designs and supplies the solution for Test Process Management. The T-Plan Product Suite is a process that enables testing to be fully integrated into the project and implementation lifecycle. The T-Plan product suite gives management control over the quality of the project, taking into account business risks and priorities. In today's competitive market, as the scope and impact of projects increase, so do the associated risks of failure and the importance of an auditable test process becomes paramount.

Remote workers / are all employees office based?
T-Plan staff work both in the office and remotely through the Virtual Private Network.

Type of broadband connection (ADSL/Cable/Leased Line):
We're in a serviced office but we have our own broadband – ADSL supplied by ActNow.

Are you using any associated technology? (wireless, etc)
T-Plan staff use mobile & bluetooth technology while in the field.

Benefits of using Broadband
Broadband has enabled us to locate our core office in Cornwall, where we do all our back office work and testing, yet still have a workforce spread across the country. We now have a dozen virtual offices with all our staff using broadband, which gives us a reach across the UK that far outweighs the costs of installation.

Broadband is helping us to be more productive so we can take on more business and grow. The better the line speed the more software we can download and test, and the more services we can provide. We can now download large files and objects rather than having to post or courier CDs around, so we've reduced turnaround time from 5 days to 1 ½ days.

Broadband allows our staff to use the net for quicker research and easier competitor analysis.

Broadband allows us to implement processes we wouldn't have been able to do before, and is transforming our training operations. Clients all over the country need training to use T-Plan's test process management. We've been able to develop an online training programme with dedicated online trainers. Learners email their questions, or if necessary we run a Webex session. We can do all of this without having to go on site, we save the cost of running the courses at physical locations and there is greater flexibility for our client companies who can send people on courses pretty much whenever and wherever they want.

Does it save you money?
Broadband has been used to enable us to grow our business, not to save us money.

How would you cope if you couldn't have broadband?
Our business processes and market penetration would be compromised. We would have to review our entire operation to make the necessary changes to revert back. This is not really an option for us.

Other comment:
Now that we are really making use of broadband and relying on it to download large files and software for testing, we find that we need broadband more rather than less. Our biggest problem is contention ratio – speeds are good early in the morning or late at night, but once everyone gets on line during the day things slow right down.

For other case studies in this series please contact: emma.fryer@intellectuk.org

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