

## CUSTOMER SUCCESS STORY

# Continent 8 Technologies

Headquartered in Isle of Man but with a presence around the world, Continent 8 Technologies is the world's largest online gaming data center and global network solutions provider. A long-term relationship with its networking partner Arkphire delivers reliability for all Continent 8's telephony and unified communications services, 24 hours a day, 365 days a year.

## Benefits at a glance

- ✓ **ISO 270001 and Gold Cisco** certified partner delivers business assurance
- ✓ **24-hour access to expert support** for mission critical phone systems
- ✓ **Lowered business risk** by moving to high-performance infrastructure
- ✓ **Facilitates remote working** for staff
- ✓ **Reliable technology partnership** as company enters new growth phase

The rapid growth of online gaming puts this already technology-centered industry under twin pressures. It needs to continue **maintaining the highest levels of security and availability** for the 24-hour hosted services that its clients' online businesses depend on, and it needs to do so while also **simultaneously expanding into new jurisdictions**.

But the unified communications systems that underpin all staff and customer communications at Continent 8 weren't always providing the support they should.

*"There's a **big difference in our systems and support now compared to before we began working with Arkphire,**" says Keith Stafford, Head of Cloud & Hosted Services for Continent 8 Technologies.*

*"Our voice and telephony services are a key component in providing 24x7 support to our customers and end users, and these are now **maintained and supported to the highest standard.**"*

Arkphire engineers assessed the environment, planned for the switchover and upgraded Continent 8's infrastructure to a **high-performance unified communications platform**.

Today, an ongoing support agreement means Continent 8 can continue to look to Arkphire for **second and third-line support** for issues that arise, hardware upgrades and replacements.

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- Keith Stafford,  
Head of Cloud & Hosted Services,  
Continent 8

Arkphire engineers also support integrated applications like **Jabber, WebEx and Expressway**, facilities that Continent 8 relies on to allow its technical team to **work remotely from any location**. *"It's made such a difference to us to have that second and third-line support from Arkphire, which we never had historically,"* Keith says. *"Now we have an upgraded and resilient phone system in place, and we have experts on the end of the phone 24-7 if we ever require some help. We definitely feel reassured by that."*

This partnership and the solidity it offers for Continent 8's internal and external communications infrastructure is important as the company continues its growth track.

As online gaming becomes a permitted, regulated industry in a growing number of territories, Continent 8 is eyeing **further expansion in North America and in Asia-Pacific**, as well as expanding its technology offerings. It recently announced new services to let its customers scale and secure their operations, including a new **Cloud Web Application Firewall (Cloud WAF) service**, which will let online gaming businesses provide added protection to their applications.

Security remains a critical element of Continent 8's business: its operations are **ISO 27001 certified** - many of its customers wouldn't choose to work with Continent 8 if it didn't - and Arkphire's own ISO 27001 certification keeps that chain of reassurance unbroken for Continent 8's own customers. *"We understand the value of those certifications ourselves,"* Keith says. *"For our suppliers to have them also is really important."*

## What does Arkphire do for Continent 8?

- **All Cisco unified communications infrastructure**
- **Proactive support and advice on renewals** and end-of-life network components
- **2nd and 3rd line support for issues** that arise, hardware upgrades and replacements
- **Software upgrades and support** for Jabber, WebEx and Expressway
- **Central point of support and escalation** for business-critical communications infrastructure
- **Responsive, account managed relationship**

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### About Arkphire

Arkphire provide solutions across every aspect of IT to help you run the technology that will enable you to perform better. We bring integrated solutions that span from desktops, collaboration, networking, security, managed services and data centre for faster digital transformation.

Find out more at [www.arkphire.com](http://www.arkphire.com)