

A relationship that's built the foundations for growth and success

CCS Leeds case study

To serve its clients' ever-increasing demand for high-capacity connectivity, a company specialising in UK networks has been working closely with us to strengthen and enhance its infrastructure.



The challenge: Meeting growing customer demands

CCS Leeds specialises in internet connectivity, telephony and network security, with particular expertise in leased lines, broadband services and web hosting. The company serves a wide range of public and private sector organisations in Yorkshire. It's worked closely with Virgin Media Business (VMB) Wholesale for over 20 years. Indeed, VMB Wholesale has played a key role in helping CCS Leeds' network to evolve over the years.

In recent years, CCS Leeds has been successfully growing and supporting its customers with reliable internet connectivity and scalable fibre services. However, organisations in Yorkshire have become more and more reliant on high-performance connectivity to support cloud services, remote working and hosted applications.

The increasing demand for greater data consumption and higher bandwidths has meant that CCS Leeds would have to invest further in its infrastructure as well as enhancing its product portfolio.

The company therefore turned to VMB Wholesale for help in developing its capabilities to enable it to support its long-term business growth and to meet its customers' needs. The growth in the company's network would need to ensure that the core infrastructure could scale efficiently while enhancing its resilience and maintaining enterprise-grade performance levels across all of its services.



The solution: A collaborative partnership

Virgin Media Business Wholesale provides National Ethernet to CCS Leeds and has helped the company to deliver a large number of high-capacity 10Gb circuits across its diverse customer base. To achieve this, VMB Wholesale has been working closely and proactively with the company, providing enhanced service wraps that include early serviceability and availability checks. Both organisations have enhanced installation readiness and have reduced the need for Excess Construction Charges (ECCs). This has resulted in a more efficient and predictable customer journey, with faster delivery timelines.

This has all been underpinned by the close collaboration of both companies' delivery teams, supported by regular forums that have ensured consistent communication and faster issue resolution. This strategy has strengthened operational engagement and maintained momentum across multiple concurrent orders while providing clear visibility and ownership throughout the delivery lifecycle.

Meanwhile, the two organisations' Account Management and Sales Engineering teams have also been working in a close peer-to-peer relationship to refine their joint go-to-market approach; to share insights; and to find ways of targeting opportunities more effectively. They've ensured that solutions are designed with the customer in mind and delivered with optimal efficiency, leading to stronger sales.



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Virgin Media Business Wholesale has been an important partner in supporting the growth of CCS Leeds over the years. Our 10Gbps infrastructure gave us the foundation to scale the business and build the network we operate today. Moving to a 100Gbps capability is a major milestone for us and ensures we are well positioned to support future demand across Yorkshire.

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Joe McGeever,
Sales Manager, CCS Leeds

The results: Continuing success and growth

The long-term relationship between CCS Leeds and VMB Wholesale has enabled CCS Leeds to expand its infrastructure in line with increasing customer demand for its solutions. The enhanced platform has allowed the company to grow its services throughout Leeds and the wider Yorkshire region.

The success of the partnership has led to further plans to extend the company's capabilities. Continuing its close collaboration with VMB Wholesale, it recently ordered a new 100Gbps network platform. This will support the next expansion phase by delivering a major increase in capacity, throughput and scalability across the business.

The deployment of the new 100Gbps core will ensure that CCS Leeds' customers throughout Yorkshire will continue to benefit from high-capacity, reliable and resilient connectivity solutions.

Rob Wakelin, Account Manager at Virgin Media Business Wholesale, adds: "It's been fantastic to support CCS Leeds throughout their growth journey. The move to a 100Gbps capability reflects the continued success and ambition of the business, and we are proud to be working alongside them as they continue investing in high-capacity connectivity infrastructure for the region."

Looking Ahead

CCS Leeds remains committed to investing in scalable network platforms capable of supporting businesses both now and in the future. Peter Knapp, Managing Director of CCS Leeds, explains:

"The new 100Gb platform will strengthen our regional connectivity still further. This is yet another development that underlines our dedication to continuing growth in partnership with Virgin Media Business Wholesale."

