Nominee: Paul Davies, Technical Director, Coreix

Nomination title: Taking Coreix to new heights: Enhancing and expanding the Coreix presence throughout EMEA and APAC

Introduction

As arguably one of the most hard working network engineers in the business, Coreix Technical Director, Paul Davies, has helped organizations across the United Kingdom, EMEA and further afield demand better network connectivity, business continuity and technical support from their service providers. Having reengineered the Coreix network to ensure that it was IPv6 compliant in 2005, Paul and fellow director, Alan Dean, successfully enhanced the Coreix commercial business offering and have expanded the corporate portfolio from being a dedicated server company to offering best in class managed hosting, colocation, cloud and network services.

Background

Having joined Coreix as a Technical Support Engineer back in 2005, he quickly progressed to become Chief Engineer and subsequently, Technical Director. He reengineered the Coreix network so that it would be IPv6 compliant in 2005. In fact, Coreix was one of the first providers in the UK to obtain IPv6 space and natively route traffic without tunneling. At the time, the company had been using Juniper M40 routers and were early adopters due to the FreeBSD background of Juniper Operating System. At the time, he recalls having a couple of peers from other early adopters such as Tiscali and Hurricane Electric, which equated to a whole 500 IPv6 routes in the full table. Further to this, he foresaw the need to upgrade to more advanced hardware, and continued in his feat to make Coreix have one of the most resilient providers in London by adding metro switches around London and building up its metro network.

Creating new revenue streams

Having worked closely with the sales team when the business first started, they co-operatively sold a data hall within the company's first primary datacentre, which was located in Stratford and ensuring that the network was running at 100% Uptime SLA. He led the team responsible for migrating the server real estate from Stratford to the company's primary datacentre in 2011,

which is now based in Enfield. The company had a managed service migration, which was incredibly successful. The team spanned the network between Enfield and Stratford enabling it to be utilised from both sides, ensuring no downtime. He became the Technical Director and reengineered the network again this time to accommodate the new facility in Enfield, populated the sites with best in class technologies, equipment and helped pushed the company in that respect. In enhancing its network, the company joined LINX which enabled it to expand its peering products and strategically pop datacentres across London. It will continue to expand its presence across mainland Europe and further afield.

Raising industry standards and adopting best practice

With a strong interest in compliance, he was responsible for implementing ISO 27001, ISO 9001, ISO 14001, PCI DSS and obtaining the Information Governance Toolkit, G-Cloud. He has continued his efforts and is currently in the process of working on ISO 23001 with the Coreix Compliance Manager.

By becoming highly accredited, this has enabled the company to push into better markets and win business from more high value clients. These stringent accreditations have enabled Coreix to be able to attract a higher calibre of client as a result, so whether you are a small business or large multi-national organisation, you can expect the same level of service. Coreix demands the best level of service from its suppliers and in turn are able to ensure that its customers receive best in class managed hosting, colocation and network service support.

The company strives to provide the quickest industry response time SLAs with each ticket being answered within five minutes. Paul is keen to ensure that in years to come, the company will have the capacity and capability to install, setup and configure a server within one hour.

Coreix was one of the first UK managed hosting companies in 2007 to offset carbon emissions. Having invested in best in class technologies, Coreix is constantly updating its offering so that quality is maintained and enhanced. In obtaining ISO 14001, this has enabled Coreix to be able to take this message to the market and further reduce its power footprint and demand value for money with regards to reducing power costs and generating revenue from the clients that it does have. The company has lowered its power consumption and purchased more expensive hardware.

Recently, the company has become an endorser of the EU Code of Conduct which will enable the company to add to its existing green credentials and encourage its stakeholders and suppliers to adopt green practices when carrying out their IT operations. The company has been on the

Information Governance toolkit now for three years, which enables it to host public service networks, which in turn opens up a new area for the company.

Expansion into new markets

With its existing facility being approximately 95% full, Coreix will be adding a new point of presence to its network, with the addition of Stratford in the coming months. Customers will be able to take advantage of the legacy infrastructure from the Olympic games, with best in class network connectivity from Tier 1, Tier 2 carriers, Internet Service Providers and Internet Exchange points. We will continue to enhance our presence in London by launching strategic points of presence across London and the United Kingdom. With the company's focus on delivering quality services in multiple locations and enhancing the customer experience through business continuity.

Paul carries a strong ethos with him that it should not matter if London goes offline, and believes that customers should be offered services from multiple datacentres on an active-active basis. If a customer needs to have colocation, be it in London or Paris, it needs to connect up flawlessly and automatically fail over. Having built up the Coreix network over the past decade, he strongly believes that no company should rely on just one site in order to host its services, but instead have a strong disaster recovery site. This gives the reassurance that in the event that something does happen, the customer will not experience a moment of downtime. He believes that ISPs should offer 100% SLA on their core infrastructure, network and power, which Coreix does.

Don't lose sight of your core vision

As company's grow and expand, they sometimes forget about why it is that customers are with them in the first place. Paul and the team place a strong emphasis on customers being able to call up the technical support team, have their ticket answered within five minutes and be able to resolve the customers problem in a short space of time. Coreix prides itself on its high calibre experienced and trained staff who strive endlessly to assist customers with their IT operations on a 24x7x365 basis. Since its beginnings, customers of Coreix have been able to call the technical support team and have their issue resolved by the same level of support, rather than having to go through layers of support. Whether it is 4am or 2pm, customers will be able to speak directly with a trained engineer, which enables it to differentiate itself from other managed hosting providers who attest to having best in class support.

New technologies and platforms

Last year, Paul and the team collaborated with Border 6 to independently audit the BGP internet routing table on behalf of the company. This new services will analyse and monitor network activity and select the most optimal network transit strategy to route traffic, enhancing both network availability and performance. This has enabled customers to have insights into their networks performance and gives tangible information to the engineering team that will detect failures and lack of performance on a particular route. It is able to identify when ISPs are experiencing packet loss, reroute traffic around the globe or having router hardware/software problems and subsequently analyse this data using a statistical engineer to select the most optimal transit strategy based on availability, performance and cost for customers. This has given additional foresight to the company in enabling it to eradicate any possibility of downtime on its resilient fiber network. The company continues to bring on board new technologies and will shortly be introducing our new cloud platform which will enable clients to have quicker access times, higher bandwidth and guaranteed resources.

Why nominee should win

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