

Our business at a glance

We make life easier and better for our customers

We help customers create greater value from the way they interact, collaborate and connect with what matters to them.

We operate in three markets:



Enterprise

Large enterprises and public sector organisations across the UK

£88.3m
revenue

National Network Services

Mid-sized UK businesses and public sector organisations




£113.2m
revenue

Hull & East Yorkshire

Residential consumers and businesses in Hull & East Yorkshire

£104.2m
revenue

See also

-  [Our business model page 10](#)
-  [Market opportunities page 12](#)
-  [Our strategy page 22](#)

Hull & East Yorkshire



What we offer

We provide internet-based services to households and businesses in Hull & East Yorkshire. Our flagship Lightstream broadband service offers customers a range of ultrafast speeds and data allowances to suit their needs.

What makes us different

- > Our investment in market-leading, full-fibre broadband technology.
- > Our deep understanding of our market and ability to engage closely with our customers.

Our customers

- > **c140,000** homes
- > **c7,000** small and medium businesses

Enterprise



What we offer

We help large organisations make the most of technology to serve customers better and adapt to a faster paced and more competitive environment. Our offering to this market includes Contact Centre as a Service and cloud-based services, from consulting and design to implementation and in-life, managed and support services.

What makes us different

- > The breadth and depth of our cloud capability and experience.
- > Our partnerships with market-leading technology providers.
- > Our culture and flexible ways of working including the use of Agile methodologies.

Some of our customers

- > Bupa
- > HMRC
- > Jaguar Land Rover
- > NFU Mutual
- > Rail Delivery Group

National Network Services



What we offer

We provide connectivity-based services to national organisations to support their business operations and provide a platform for market differentiation and competitive advantage. Our core services for this market include managed Wide Area Networks (WANs) and call management services.

What makes us different

- > Our ability to offer a single, end-to-end managed service.
- > Our cloud capability and applications expertise.

Some of our customers

- > Domino's
- > emPSN
- > Furniture Village
- > One Stop
- > RSPB
- > Staffordshire County Council

Key partners

- > Amazon Web Services
- > BT Group
- > Cisco

- > CityFibre
- > Comms-care
- > Daisy

- > Egain
- > Google
- > ForgeRock

- > Metaswitch
- > Microsoft Azure
- > Nuance