

Case Study... Kan'to Instruments

Broadband is the lynchpin for remote monitoring engineering business in the north- east



How did Kan'to Instruments get started in business?

Dr. Dimitri Papaioannou is an electronic engineer with over 30 years international experience and is the founder of Kan'to Instruments, a leading supplier of systems for monitoring bulk liquid storage of fuels and chemicals. Kan'to's customers include some of the world's largest oil companies.

Dr. Papaioannou had worked for a number of global engineering companies. Following uncertainty and disruption as a result of a takeover of the company he was working for, he decided it was time to capitalise upon his own expertise. This lay in the science of fuels and chemical storage – whether industrial or marine – through to assessing inventory as well as the associated health, safety and environmental risks. His mission was to provide excellent service to customers in the engineering sector whom he believed had a limited choice of products from large companies.

“After working for multi-nationals for a number of years, I felt that their customers basically had to take it or leave it. I wanted to do things differently and provide a high-quality, tailored service i.e. what customers actually wanted to buy!”, said Dr. Papaioannou.

So back in 1998 he took the plunge and set up Kan'to Instruments, to monitor storage facilities at fuel depots and chemical plants. Kan'to was created with its own office in Yarm near Stockton on Tees in the north-west of England. This is the former ICI heartland and European hub of chemicals and petrochemicals. The word Kan'to means 'do it!' in Dr. Papaioannou's native Greek language,



“Business-class broadband is paramount to our business as it transmits vital data at remote customer sites from Aberdeen to Falmouth.”

Dimitri Papaioannou,
Kanto Instruments

Kan'to's Broadband Solution

The company serves small to large corporate customers across the UK and the Republic of Ireland. Its unique selling point is the technology it has created which remotely checks and gathers information on the stock levels of fuel and chemicals in storage tanks which range in size from a small football pitch through to a several acre site.

"Business-class broadband is paramount to our business as it transmits vital data at remote customer sites from Aberdeen to Falmouth. This provides customers with the intelligence they need to make critical decisions which literally can, in the most serious instances, mean the difference between life and death," commented Dr. Papaioannou.

The information obtained from the remote sites has an array of uses such as ensuring tanks are not over-filled. Over-filling can present health, safety and environmental risks. Another example is when sites are not in operation such as at night time: Kan'to's systems can detect if there is a sudden loss of volume in the tanks, alerting the customer to check the reason behind it such as possible theft and loss to the company.

Prior to using UK Online's business broadband, Kan'to was using a service which would often be out of action and also, it lacked the bandwidth for the level and traffic for his business. He added, "When broadband was down, it was a disaster for our business. We could not monitor our customers' sites which contain tens of millions of pounds worth of fuel and chemicals at any

Benefits:

- Faster, reliable access to customer data
- Increased productivity for staff when working remotely

one time. This laid us wide open to huge risk and potential damage to our customers – and therefore our business."

After a recommendation from a colleague in the industry, he contacted UK Online's free UK 24 hour customer service centre. "I received excellent service. They did what they said they would. They provided fast, effective broadband to get us up and running within our chosen timeframe." Now, Kan'to benefits from 8Mb of bandwidth which always has a consistent, high level of service to communicate important data. This ensures that Dr. Papaioannou and his team can monitor any one of their 20 to 30 remote sites and intervene where necessary. He added, "Broadband is our first line of defence to support our customers".

In the future, Kan'to plans to broaden its broadband package with UK Online to host its website when it moves from another provider. Dr. Papaioannou expects this move to make UK Online its single provider for broadband and website hosting will save his business several hundred pounds per year. Also, he plans to develop new services to action operational changes remotely at customers' sites following the existing alerts that Kan'to provides. Broadband will underpin these services and make it of even more important as a critical support to Kan'to's business.

UKOL package used

- Business broadband package
- Wireless router
- McAfee Internet security

About UK Online

UK Online is a broadband provider specialising in supplying professional grade internet connections to recreational, home office and small business users nationwide. UK Online recently identified that only one third of small and micro-businesses in the UK have an internet connection, thereby missing out on the commercial benefit the internet can offer. With a strong focus on customer service, UK Online is fast emerging as a leading supplier of broadband and internet services to the professional broadband sector. Unlike many providers to this market, UK Online's quoted prices include VAT.

UK Online is a pioneer of Local Loop Unbundling (LLU) for consumers and was the first UK provider to offer a national unlimited broadband service at up to 16Mb. The company's commitment to LLU was recognised by the ISP industry with a Commendation for Innovation at the 2005 ISPA Awards.

UK Online was founded in 1994. The company was acquired in 2005 by British Sky Broadcasting group, which has a total market capitalisation in excess of £9bn. As part of the Sky group, UK Online has access to a unique heritage and a world class IP network.

UK Online services are available to over 70% of the UK's homes and businesses.

For more information, visit: www.ukonline.net / Tel: **0800 053 2222**