

CASE STUDY

WIOCC Group elevates Lifi.net's internet services with the most reliable and resilient network in Nigeria

THE COMPANY

LiFi.net is an innovative internet service provider that has been making a significant impact in the industry since its inception in 2017.

Founded on the premise of delivering exceptional internet quality, LiFi.net emerged from the founder's personal need for reliable, high-speed internet to support an IoT device requiring 25Mbps - a service that was not readily available at the time.

THE CHALLENGE

LiFi.net faced several critical challenges as it aimed to deliver high-quality internet services to their customers.

INSUFFICIENT INTERNET SPEEDS

Despite growing demand, existing internet speeds were inadequate. Most services offered speeds of only up to 5Mbps, which was insufficient for modern applications.

SERVICE AVAILABILITY

Customers frequently paid for internet services that were unreliable, with significant downtimes affecting their user experience.

TECHNOLOGICAL EVOLUTION

As technology advanced, keeping pace with increasing internet speed demands created a widening gap between client expectations and service delivery.

THE SOLUTION

When evaluating wholesale providers, LiFi.net prioritised service delivery time, reliability and speed. The ability to commission and ready the service quickly was crucial. WIOCC Group stood out by having the service ready within 48 hours, compared to the standard two-week time frame.



1.5G IPT delivered at a Tier-III data centre in Lagos, Nigeria.



Layer 2 Metro Connectivity: 10G between Open Access Data Centres Lagos and another data centre in Lagos.



Collocation Services (Quarter rack) at Open Access Data Centres Lagos - including cross-connect services.





The setup and installation process handled by WIOCC Group was both timely and efficient, significantly reducing the expected downtime and quickly bringing services online. This efficiency was crucial in meeting our demand for rapid deployment.

Mr. Abraham Oluwambe
CEO Lifi.net

THE RESULTS

EXCEPTIONAL SERVICE DELIVERY

WIOCC Group's services resulted in significant improvements in the speed, reliability and uptime of Lifi.net's services.

NO OUTAGES

Since partnering with WIOCC Group, Lifi.net has not experienced any service outages, ensuring consistent and reliable internet for their customers.

THE BUSINESS IMPACT

ENHANCED PRODUCTIVITY

With reliable and high-speed internet, business operations have become more efficient, leading to increased productivity.

CUSTOMER SATISFACTION

The promise of 99.9% service availability has been met, resulting in higher customer satisfaction and loyalty.

COST BENEFIT ANALYSIS

By leveraging WIOCC Group's connectivity and collocation services, Lifi.net has achieved significant cost savings and increased value, enhancing their overall business performance.

99%
UPTIME



Lifi.net is highly satisfied with WIOCC Group's services and would strongly recommend them to other businesses. The seamless integration and exceptional support have reinforced our positive experience.

Looking ahead, Lifi.net plans to expand and upgrade service offerings with WIOCC Group, exploring new opportunities to enhance network capabilities and continue providing top-tier internet services to our growing customer base.

WIOCC GROUP

Africa's leading provider of comprehensive, integrated core digital infrastructure solutions and managed network services for the world's leading hyperscalers, content providers and telcos.

WIOCC Group is deploying converged open-access digital infrastructure (CODI) across Africa; infrastructure that will expedite and underpin Africa's digital transformation.



www.wioccgroup.net