

PULS UK strengthens connectivity and prepares for growth with Moon

PULS



The customer

PULS UK needed to improve an ageing internet connection and firewall that were beginning to slow down everyday business operations. By upgrading both its internet service and firewall, Mooncomputers has delivered faster, more reliable connectivity and an infrastructure better equipped to support PULS UK as the business grows.

The challenge:

Ageing connectivity slowing the business down

PULS specialises in the development and manufacture of DIN rail power supplies and associated products, supporting customers across a wide range of industrial applications.

The company's existing internet service and firewall had become outdated and were beginning to have a noticeable impact on day-to-day operations.

Slow performance was creating unnecessary friction for the team and connectivity with the company's head office in Germany was an area where improvement was particularly important.

PULS UK knew its existing set-up needed attention but wanted expert advice on the best way forward, along with a partner that could take responsibility for putting the improvements in place.

The solution:

Upgrading the foundations

Mooncomputers reviewed PULS UK's requirements and recommended upgrading both its internet service and firewall.

Rather than adding unnecessary complexity, the team focused on the areas that were directly affecting performance. By understanding how PULS UK worked and the connectivity it relied upon, Mooncomputers was able to recommend a practical solution suited to the needs of the business.

For PULS UK, that combination of technical knowledge and straightforward advice was an important part of the engagement. The company also highlighted Mooncomputers' competitive pricing and ability to deliver on its promises as key strengths of the relationship.

The results:

faster service and stronger connectivity

The difference following the upgrade has been clear. PULS UK reports “much better service and speeds”, giving its team a faster and more dependable connection for everyday work.

Connectivity with the company's head office in Germany has also improved significantly, helping the UK operation communicate and work more effectively with colleagues across the wider business.

Just as importantly, the upgrade gives PULS UK an IT foundation that can support future growth. As the team expands alongside the business, the company has greater confidence that its connectivity and IT requirements can continue to be met.

A trusted ongoing relationship

For PULS UK, the project also reflects the value of its longer-term relationship with Mooncomputers.

The company describes the relationship as “very good”, with the right level of contact without unnecessary intervention. Strong technical knowledge and accessible support mean PULS UK knows expertise is available when required, while Mooncomputers continues to take a proactive approach to the company's changing IT needs.

With faster connectivity, an upgraded firewall and ongoing support in place, PULS UK can concentrate on growing the business with greater confidence in the technology supporting it.

Key benefits

- ✓ Faster, more reliable internet connectivity that supports smoother day-to-day business operations.
- ✓ Improved connectivity with PULS' head office in Germany, making communication and collaboration easier.
- ✓ Smoother everyday performance by removing the limitations of ageing internet and firewall infrastructure.
- ✓ An upgraded firewall that better meets PULS UK's current connectivity and security requirements.
- ✓ Greater confidence that the IT environment can support the team as the business grows.
- ✓ A practical solution based on PULS UK's requirements, without adding unnecessary complexity.
- ✓ Competitive pricing backed by strong technical knowledge and a dependable delivery approach.
- ✓ Responsive ongoing support, with help available when needed without unnecessary day-to-day contact.