



Rockhunter are an Architectural Visualisation Studio based in South West London, specialising in bespoke photo-real architectural visualisations for architects, interior designers, property developers, and property agents.

Website: www.rockhunter.co.uk

Industry: Architecture & Interior Design

Company size: 1-10 employees

Location: Surrey, UK

4D services provided



Colocation



Connectivity



We have been able to enjoy the benefits of not managing our own physical office along with the costs associated with housing our IT on-site. Having the 4D team to lean on for additional technical support & assist with future development of our IT is proving to be a significant benefit to the company.

Charlie Nicols | Head of IT & Senior Technical Artist

Why Rockhunter moved their IT out of the office into 4D's reliable IT infrastructure

We caught up with Charlie Nicols, Head of IT & Senior Technical Artist at Rockhunter, to ask questions and hear first-hand his experience with 4D's services.

What was the scope of the project?

The moving of employee workstations and internal IT infrastructure from an in-house environment to a data centre following an office relocation.

What challenges did you need to overcome?

Moving from being an office-based company we had to provide each endpoint with a sufficient client to work on as well as their machine based in 4D, restructuring our cost per user for an IT setup. We also had to make sure each person in the company had a sufficient and stable internet connection as we have gone fully work-from-home.

Working largely in 3D viewports the main target was having a stable ping to 4D – sub 25 ms. This was the main challenge as everyone's internet/final stage home connections were different.



What made you decide to work with 4D?

Being new to incorporating a data centre as part of our infrastructure & also being a smaller company without a team dedicated to our IT and infrastructure needs meant we had to seek out a company that would support us through the process. Out of all the companies we visited and spoke with we felt 4D's process & introduction was by far the most reassuring.

What was the migration/installation experience like?

It was potentially going to be a challenge as none of our equipment was designed to be in a data centre, nor did we have a pre-existing list of suppliers for our hardware needs.

After a lengthy planning process, on the day of installation the process was smooth. From a service point of view, we instantly saw the performance and connectivity of our users increase.

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4D has allowed us to move with the times and provide a better form of infrastructure that suits our remote working business model.

Charlie Nicols | Head of IT & Senior Technical Artist

Any key improvements from where you were to how you are with 4D's new services?

It continues to be a pleasure to work with the 4D technical team, who we find to be enthusiastic, diligent and responsible and importantly, good communicators.

Why do you like working with 4D?

We have enjoyed the clear communications and quick response time from the on-site technical support. The 4D portal, set up to monitor and maintain our kit within the data centre, is also very useful.

About 4D

4D Data Centres is an independently owned, award-winning managed infrastructure provider with facilities in Gatwick, Surrey, Kent and London. Our colocation, cloud, connectivity and security services are tailored to your exact business requirements giving you peace of mind that your data is secure and accessible 24/7/365.

You can see more about our services at www.4d-dc.com or call us on 020 3962 0399