

Customer Story

How Community Fibre *safely scales and accelerates* growth with Island

Cost savings fully pay for the tool

Lower Infrastructure Cost:
Cuts VDI and laptop needs

Secure access to tools via a unified experience

Greater control over application access

⚡ Impact Summary

For future scalability, Community Fibre used Island to build a consistent access layer across all devices. This move simplified system access, reduced VDI reliance, and removed the need to provision and ship end-user hardware.



Community Fibre

London's largest 100% full fiber-only broadband provider

Industry

Technology

Team

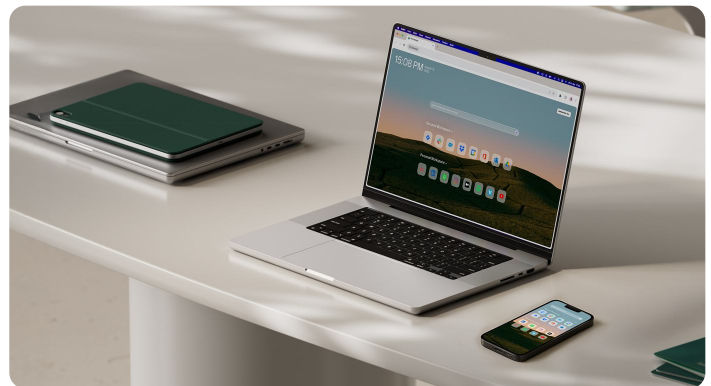
IT

Goal

Scalability with security

Use Cases

3rd party contractors, Enterprise browser, SaaS and web apps, User productivity, VDI/DAAS



Challenges

- ✓ Need for greater scale
- ✓ Ensuring consistent, secure access
- ✓ Overly complex VDI and VPN setups

The Challenge

Community Fibre is one of the fastest-growing broadband providers in the U.K. In the last few years, the company expanded from 30,000 customers to nearly 430,000. For Community Fibre's most recent fiscal year, total revenue reached £113 million (approximately \$151 million), a year-on-year increase of nearly 50%.

Operating across London, Community Fibre delivers high-quality fiber-only broadband connectivity to 1.3 million homes and over 185,000 businesses. And to ensure no one is left behind in the digital age, the company also provides free full-fiber broadband to over 700 community spaces across the city.

To support even more growth in the future, Community Fibre recently conducted a top-to-bottom technology refresh. This involved modernizing and standardizing all of the company's core platforms, including billing, CRM, ERP, and more.

This tech refresh was needed because Community Fibre's rapid growth has also created a new challenge: ensuring consistent, secure access across a diverse workforce. This includes contractors and third-party teams, some as far away as Asia, who use both managed and unmanaged devices.

Initially, Community Fibre tried to overcome this challenge with traditional approaches, including virtual desktops (VDI) and virtual private networks (VPNs). However, instead of fixing the problem, these added complexity, required additional infrastructure, and made it more difficult to maintain a consistent user experience.

"You could never be 100% certain who was connecting through," recounts Chris Williams, Community Fibre's CIO.

"Island has really helped us scale the business. It's been a game-changing product."

Chris Williams, CIO, Community Fibre



The Solution

Fortunately, Community Fibre discovered Island's enterprise browser. Choosing Island was easy, CIO Williams says. He simply couldn't find any other products that made him absolutely certain the company's data would be protected.

"Island is the linchpin of our security," Williams says. "It gets our users the data they need, and in a way I know is secure."

Now, with Island deployed as the primary browser across Community Fibre's entire estate, the company has established a single, consistent access layer for all users, regardless of device type.

This has simplified how systems are accessed, reduced reliance on VDI environments, and removed the need to provision and ship laptops to end users.

"Island gives us a fantastic solution to those problems," Williams says.

"Island is the linchpin of our security. It gets our users the data they need, and in a way I know is secure."

Chris Williams, CIO, Community Fibre



Results

For Community Fibre, one big benefit of using Island is a newly streamlined architecture. It lets employees and partners securely access the tools they need through a unified experience.

Also, security has been strengthened. Community Fibre now has greater control over application access and protection against risks such as data leakage and unauthorized browser activity.

"We can see in detail who's accessing what system, when they're accessing it, and what they're doing on that system," Williams says.

Island also helps Community Fibre control its IT costs. There are now fewer remote users on the VDI, and the IT team is building fewer laptops for users.

"The cost savings are so huge," Williams says, "they pay for the tool."

Still, for Community Fibre, the Island approach is about more than just technology. It's also about scaling the business with confidence.

By using Island to establish a consistent, secure way for all users to access systems, Community Fibre's IT team has also created a new foundation. It supports rapid growth, simplifies operations, and delivers an excellent user experience across the organization.

"Island has really helped us scale the business," Williams says. "It's been a game-changing product."

"Bringing in Island has really given us a foot forward with the employee experience."

Chris Williams, CIO, Community Fibre



Ready to simplify access and eliminate VDI complexity?

[Schedule a demo ↗](#)