Papertex Ltd: Gigabit Broadband Helping a Cumbrian Specialist Compete Globally

For businesses operating in highly specialised industries, reliable digital connectivity is no longer a luxury, it's an essential part of day-to-day operations.

Based in the village of Lazonby, Cumbria, Papertex Ltd provides technical consultancy and specialist services to the paper industry, alongside supporting clients in sectors including chemical manufacturing, power generation and water treatment. Chemistry sits at the heart of the business, with expertise ranging from industrial water systems and paper machine audits to sustainability and business development support.

As a company that works with customers, suppliers and industry partners globally, digital communication is critical. Sharing technical reports, analysing data, participating in virtual meetings and responding quickly to client enquiries all depend on having a fast and dependable internet connection.

The business has historically faced many of the connectivity challenges experienced by rural enterprises. While operating from a rural location brings many advantages, access to digital infrastructure has often lagged behind that available in urban centres.

The recent arrival of full fibre broadband through the community-led broadband initiative delivered by B4RN however has enabled Papertex to upgrade to a gigabit-capable broadband service, providing the speed and resilience needed to support the business both now and into the future.

We talked to Stan Jenkins, Director of Papertex, about how he supported this community-led broadband initiative, and how the improved service is supporting his business.

Stan said:

“Alongside a number of other local broadband champions, I volunteered to help our community navigate the process of securing a service from B4RN. From the outset, the project ran smoothly, and in my experience B4RN were extremely professional, providing

the guidance, support and expertise needed to take the scheme from initial planning through to successful delivery.

Before our community broadband project became a reality, I would regularly visit the church in Great Salkeld whenever I needed to upload or download large files because connectivity at home simply wasn't sufficient. Today, I can do all of that instantly from my own home at the touch of a button.

Since the service went live, I have continued to volunteer within the community, helping residents make the most of the opportunities that reliable, full-fibre broadband now provides. I have also been impressed by the ongoing support B4RN offers through its user group, ensuring customers continue to benefit long after installation.

Digital connectivity is one of those things that many people take for granted until they don't have it. Poor connectivity can be a constant source of frustration, affecting everyday tasks at home and work. Once you have a reliable, high-quality connection, however, you quickly forget the challenges that came before because everything simply works, and continues to do so."

The new gigabit connection is transforming the way the business works. Large technical documents and datasets can now be uploaded and shared in seconds rather than minutes. Video conferencing with customers and industry contacts is more reliable, while cloud-based systems can be accessed seamlessly from anywhere.

For a consultancy business where expertise and responsiveness are key differentiators, this improved connectivity helps ensure that geography is no barrier to delivering a professional service.

The upgrade also supports the company's long-term ambitions. With access to future-proof digital infrastructure, Papertex can continue to collaborate with customers across the globe, adopt new digital tools and technologies, and maintain its competitive position from its base in rural Cumbria.

Stan went on:

"Reliable connectivity is essential to everything we do. Whether we're sharing technical reports, collaborating with customers online or accessing cloud-based systems, a fast and dependable internet connection helps us provide the high level of service our clients expect. Having access to gigabit-capable broadband through B4RN gives us the confidence that our rural location won't limit our ability to compete and grow."

"As a business with employees working remotely across the UK, dependable digital connectivity is vital. It bridges the geographical gap between colleagues, making communication effortless and ensuring distance is no barrier to effective teamwork and productivity."

By supporting expansion of gigabit-capable connectivity to all communities, the Cumbria Digital Infrastructure strategy is providing tools that ensure rural enterprises have access to the same digital opportunities as businesses located in major towns and cities.

For Papertex, better connectivity is about far more than faster download speeds. It is enabling more efficient operations, improved customer service and stronger business resilience, helping this specialist Cumbrian company continue to serve clients across a wide range of industries from its home in the Eden Valley.

To find out about the digital connectivity options available in your area, visit www.connectigcumbria.org.uk