



IT comes naturally

Internet Access Review

Customer Issues

- Connectivity Issues
- Overly complex network
- Internet speed degradation
- Language barriers
- No UK based IT Team

ISN Solution

- Service credit based helpdesk
- Fully Managed communications Solution
- 100MB Ethernet upgrade with DSL Failover
- ISN NOC Monitoring 24/7

Background

ISN have been working with a private equity company with offices around the world, including London, Paris and the Middle East.

The London office was experiencing severe internet access speed and resilient issues due to the complex global design. The company's main Paris-based IT department were not experiencing the same difficulties as the London team so the UK had to identify a solution specific to their IT requirements to address the performance issues.

ISN were engaged by the London office to review the overall UK network setup to identify and resolve the issues. ISN completed a full system diagnostic and system test review to understand the IT Infrastructure and then made suitable recommendations for a cost effective and performance enhanced systems solution.

They say

“ ISN are an extension of our business, the support we receive from them is second to none. They always respond quickly to our needs no matter how big or small our IT crisis is. I feel that no obstacle is insurmountable with ISN's help – they always give me the comfort and reassurance that our IT needs will be met.”

Office Manager



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The Solution

To rectify the problem, after a full connectivity audit, ISN recommended the installation of additional Internet lines which would be fully managed by the ISN NOC in Wiltshire. The new lines have now been installed by ISN, increasing the capacity of the previous connectivity tenfold, with cost-savings and SLA improvements included. This process has had a significant impact on connectivity, download speeds and user productivity. ISN acted on behalf of the company, to bring all telco and ISP relationships into a consolidated support and billing solution, with integrated backup, guest-wireless and ISDN for Video-conferencing and traditions Voice.

ISN instilled confidence in their ability, skills and knowledge which has led to further IT services being migrated to ISN. ISN now manage a variety of different services for the company including:

- Helpdesk Support
- Hardware Provision
- NOC Monitoring Services
- Telephony – Lines and System - Management
- Video-conferencing
- Ad-Hoc Desktop Support via ISN Support Credits

Working happily with the Paris teams – ISN are the UK support, with French speaking engineers!

Why we chose ISN?

Having had previous interactions with the ISN team, they were the obvious choice to approach to engage with for their IT requirements in the UK.

ISN have the ability to deal with individuals who have varying degrees of IT knowledge and explain solutions in an easy to understand language - in the jargon filled world of IT, this is a revelation!

The expertise, knowledge and ability that ISN continually demonstrate across a varied and diverse range of IT services provides us with the confidence that they can support our business, working with us to build a full partnership arrangement.

ISN understand our business requirements and are able to manage 3rd party relationship on our behalf, due to the knowledge they have acquired through the relationship they have built up with us. This has been an invaluable business benefit to us as they have been able to understand our requirements and ensure that they are met.

ISN are always on hand whenever they are needed providing a feeling of reassurance that we have the backup and support of the excellent ISN team.

About ISN

Formed in 2008 to meet a growing demand from businesses of all shapes and sizes, ISN is an IT service company with a personal approach and a desire to create a long term partnership. Today ISN provide full managed services to major clients in the hospitality, healthcare, emergency services and private sector.

