

CASE STUDY / PROPERTY SECTOR /

KING STURGE /



As King Sturge entered the UK residential property market at the beginning of the decade, it began to expand its offices from 14 to the 26 it has now. It became clear the network it relied upon was not providing an adequate service.

THE CHALLENGE /

- Connecting new offices was a time-consuming and cumbersome process
- The provider's SLAs (Service Level Agreements) were not customer focused and difficult to fulfil
- The service was inflexible

THE SOLUTION /

In 2003 King Sturge compared a number of providers. They found the service offered by InTechnology's LANnet (wide area network) was hard to beat and agreed a four-year contract. At the end of that contract, they again measured the service against other providers, and InTechnology came top in cost and service once more.

- InTechnology provided a network with higher bandwidth providing speedier connectivity with high levels of reliability and protection
- It was managed 24 hours a day all year round
- New sites could quickly and easily be connected to the network, no matter where they were
- The service was very cost-effective

"Once we entered the residential market, we began to expand significantly with offices opening up and down the country. We found our network was slow and unreliable and the provider was inflexible and not customer-focused.

We've developed a trusting relationship with our account team so that if I need something doing urgently, they will pull out all the stops for us."

Grant Shepherd ,
Group Infrastructure Manager
King Sturge



BUSINESS BENEFITS /

- Customer-focussed SLAs guarantee the level of service King Sturge could expect ensuring peace of mind and confidence in performance
- New offices can be up and running quickly
- The service is scalable to cater for future development and expansion
- Everyday network headaches are removed, leading to a more productive IT department
- Grant Shepherd has built a trusting relationship with InTechnology through a stable and consistent account team

OPTIONAL BENEFITS /

- The service is reliable and of a high quality
- IT support is available 24 hours a day 365 days a year
- The InTechnology support team is proactive, alerting King Sturge to potential network problems rather than King Sturge having to chase them
- Network resilience is assured meaning that if there's a problem with one part of the network, it remains in full working order
- InTechnology manages the everyday relationships with networking partners

FINANCIAL BENEFITS /

- LANnet gives King Sturge a wider network infrastructure without extra investment
- Monthly costs between 10% and 20% cheaper than competitors
- No need to employ network specialists
- Future costs are predictable with InTechnology's transparent pay-as-you-use charging model



INTECHNOLOGY SOLUTIONS /

Network Services

- 26 UK sites
- Managed LANnet network
- VPN
- Layered Internet
- Mixture of 100 Mb circuits, PPC and SDSL circuits

“We’re now looking at taking further InTechnology services, and if I wasn’t getting a good experience from InTechnology, I wouldn’t be I wouldn’t be doing that.”

Grant Shepherd,
Group Infrastructure Manager
King Sturge



To learn more about how we could help you,
call 0800 983 2522 or email contact@intechnology.com

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