



Polished support ensures Cinderella's IT doesn't stop at midnight

Cinderella Support Services

Facilities support for your business.

Industry

Facilities Support and Maintenance

Key challenges

- Indifferent support from previous IT support provider
- Extended delays to support ticket resolutions
- Inadequate communication leaving customer in the dark
- Concerns over potential downtime associated with a switch

Solution

- Implementing a cost-effective, comprehensive IT support service
- Nominating clear points of contact
- Delivering a seamless onboarding process

Business benefits

- Confidence in a trusted IT provider
- Reduced downtime and business disruption
- Greater clarity of the overall service
- Compelling commercials

Personal touch and proactive response boosts productivity

Cinderella Support Services are highly-regarded for the quality of their cleaning and facilities support services and have established themselves as experts in high-level access operations. The company aims to deliver a safe, reliable and efficient service by investing in the latest equipment and high-quality training.

Committed to providing not only an exceptional service, but also ensuring the safety of their staff when on site, IT downtime can not only be disruptive, but also potentially dangerous. Unhappy with the responsiveness and overall customer experience delivered by their existing provider, Cinderella looked to Highlander for helpful and hands-on IT support.

Company overview

Cinderella Support Services provide facilities support and maintenance services for a range of clients across the UK, working alongside sister company Elev8 Access Platforms Ltd who are specialists in MEWP (Mobile Elevating Working Platforms) and Working Platform hire.

The challenge

Having worked with their existing IT support provider for several years, Cinderella was becoming increasingly dissatisfied with the level of support and quality of customer service they were receiving, and had started to realise the increasingly negative impact this was having on their business.

"We were all starting to become very frustrated" comments Lucy Whitehouse, Business/Personal Assistant. "We were paying for a service but didn't ever feel like we were getting the response we expected".

The delayed response to support tickets raised by staff was amplified by a lack of regular contact and updates from the original supplier, as well as the absence of a direct point of contact. "We didn't have a direct line of communication. We were encouraged to log support tickets as issues surfaced, but once these were logged, we wouldn't receive as much as an acknowledgement for several hours" Whitehouse adds.



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Lucy Whitehouse, Business/Personal Assistant

"We felt a little left in the dark". Naturally, it was undermining the confidence of both staff and executives in their capabilities and response times.

Despite the growing disappointment with the current level of service, fears over the potential disruption that switching supplier might cause had held them back from taking the support service elsewhere. The need to operate under a seemingly complicated commercial arrangement involving coverage for both Cinderella Support and Elev8; two separate businesses, as part of the same contract was also perceived as something that would be difficult to iron out with a new supplier. However, the issues were starting to become more troublesome for the business, most notably those working on site with clients, where device downtime was regularly interrupting job scheduling and impacting the quality of service offered to Cinderella customers.

Provision of a new and subsequently unsuitable laptop for the business' Managing Director was the final straw, and it was decided that options for a new IT provider would be investigated. Highlander was quickly identified as an IT partner capable of delivering the level of response and technical expertise expected.

The solution

After an initial assessment of their current IT estate, Highlander was confident that they could not only offer a more comprehensive support service, but also a package that was commercially competitive, even when accounting for Cinderella's complicated circumstances with Elev8.

"Everything we threw at them, they came up with a solution" Whitehouse remarks. "Highlander was even able to assist with a radio link to connect Cinderella and Elev8 premises located on opposite sides of our industrial estate – something our last provider had told us was unachievable".

Conscious of the prior concerns associated with a switch, Highlander dramatically simplified the process, liaising directly with the previous provider to acquire all relevant technical details including settings, services and passwords, as well as undertaking a complete assessment of the IT environment to advise on the best options with future expansion of the business in mind. "As the process progressed, communications with the previous provider unearthed additional challenges, leading to several contract revisions which Highlander was happy to accommodate" Whitehouse explains. Adding "they were happy to provide their services first, offering valuable peace of mind and allowing us time to sort out the finances later and adjust the overall package as we needed. We really appreciated this common-sense approach to working together".



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We feel more secure as a business and we trust in our IT and the support we receive. If something happened under our previous provider it was panic stations, but now we have two dedicated points of contact that we know and trust.

Lucy Whitehouse, Business/Personal Assistant

Cinderella was introduced to their own dedicated Technical Account Manager (TAM) at the outset and the onboarding process was simple and straightforward, with engineers on site for an onboarding day. "Highlander helped us all with the transition and everything ran very smoothly" Whitehouse continues. "From our point of view, the switchover took place in less than a day and was totally seamless. Most of the team didn't even know that the change had been made, which was very reassuring, as I was panicking about any potential downtime or disruptions".

Recognising the previous issues with communication, Highlander also allocated two dedicated Commercial Account Managers (CAM) alongside the TAM to not only act as a conduit between Cinderella and the previous provider, but to also become the regular point of contact for the business, even outside of the typical support contact hours. "Due to the nature of our business, a number of our staff are operating outside of normal office hours, so having our own account managers as an emergency contact at all times is a huge help".

Business results and benefits

Reassuring response

Since switching to Highlander, Cinderella and Elev8 have seen a significant improvement in the response to support tickets, with only 2% of logged calls failing to meet SLA, and that information is fed back to the customer via their account managers. "Our account managers come into the office regularly and provide a quarterly review so that we know exactly how their service is performing".

Complete confidence

"We feel more secure as a business and we trust in our IT and the support we receive" enthuses Whitehouse. "If something happened under our previous provider it was panic stations, but now we have two dedicated points of contact that we know and trust".

Staying in touch

Thanks to a helpful support desk and proactive account management, Cinderella is no longer kept in the dark as to what actions are being taken to resolve their issues. "There's a running joke in the office that Highlander is always calling in!" Whitehouse jokes. "As soon as we log any issues, they are onto it straight away and call in to keep us updated. The staff are a lot happier with the service we're now receiving".



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Specialist solutions

 *Infrastructure*

 *Protection*

 *Cloud*

 *ERP*

 *Workspace*

 *Services*

Avoiding costly disruptions

Responsive support and effective resolutions have reduced the downtime associated with IT issues and that is helping Cinderella to provide a better service for their own customers. "Downtime is obviously a major issue and the impact can spread from that single user across the whole business" Whitehouse explains. Adding "we now spend less time waiting for resolutions to issues, so everything within the business can move faster and less of our work is disrupted, even for our remote teams working on site with clients via mobile devices".

Working with Highlander

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Highlander's customer service is excellent. They make themselves known and are willing to go the extra mile, constantly going out of their way to present as many options as possible. As a business, we now feel more secure and Highlander has demonstrated exactly why they are a great company to work with" Lucy Whitehouse, Business/Personal Assistant.



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