

When Service Counts

Recent years have seen a transformation in IT service delivery. In the competitive battle to improve productivity and save costs, all service providers are adopting process automation software and customer management systems to reduce headcount.

The problem is, technology designed to eliminate human error is also eliminating human input, and service quality is suffering. Clients now see the tangible business benefit of a personal service from individuals with the proactive, conscientious qualities that get things done.

This service deficit is compounded by a seemingly continual stream of mergers and acquisitions. We've all seen it - a perfectly good supplier/customer relationship is terminated by an acquisition where, for reasons of cost rationalisation,

client support is moved to a faceless, multinational service provider. The client is treated like a number, not a person, and decides to move to another support company. Proof that size is no guarantee of quality.

Faced with these issues, businesses come to DoubleEdge for a service that combines slick online services with uniquely personal support from people who care. Here's some examples:

“ Harrods IT
DoubleEdge has transformed network performance for our concessions and simplified operations for my IT team with an innovative solution where all three parties win.
Sunny Rughooputh, IT Manager ”



Staying One Step Ahead

With some service providers, an Account Manager is simply a name on a business card you call when something has gone wrong. With DoubleEdge, an Account Manager is the person making the call, to tell you how the problem has been avoided.

This proactive approach is the foundation of all DoubleEdge customer services and provides you with tangible savings in time, money and resources, plus all those things that make your job simpler:

- > Technical expertise
- > Billing accuracy
- > Cost optimisation
- > Deadline management
- > Forward planning
- > Fault management
- > New services
- > Personal contact
- > Proactive not reactive



Reasons for moving to DoubleEdge

1. One Point of Contact

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Waterstones

Two mediocre account managers do not amount to one good one. Waterstones found that multiple contacts, with split responsibility, led to slow decision making, unreliability, and an absence of proactivity. By contrast, DE's policy of a single point of contact, supported by a back office of skilled professionals, gave Waterstones the agility and responsiveness needed to meet their critical deadlines for new store installs.

SERVICES

- Inbound call management

2. Adapting to Client Needs



Competitive advantage means being different but many providers avoid the bespoke services required. HMV faced this issue when planning their inbound call management over a Christmas period. The incumbent provider couldn't deal with changes to call plans required to keep customer messaging up to date. By contrast, DE set up a dedicated team to make daily changes for 120 stores across the UK, all for free.

SERVICES

- Inbound call management

3. Taking on the challenge



When Harrod's aging BT data connectivity let them down during the Christmas build up, two service providers failed to deliver a solution. DE took the challenge and persevered until delivering a high speed fibre solution with dual resilience. This ensured the 220 Harrods concessions had a reliable, fast connection available within 48 hours, without disruption.

SERVICES

- Data connectivity

“ Hood Group

“I don't know any other service provider that has DoubleEdge's unique combination of skills.”

Martin Joy, IT Director, Hood Group

4. Rapid Response



Too often, urgent enquiries are delayed when passed between the departments of a bigger service provider. GFI's experience was typical. It was a battle to resolve issues that sometimes just disappeared into an administrative black hole. DE arrived to find rate reviews up to 3 years old. With a support team focused on delivering answers, DE has since worked with GFI to cut costs and transform their communications.

SERVICES

- Cost analysis
- Line Management
- Mobile services

5. Understanding Requirements



The devil is always in the detail and this means good technical support is about living and breathing a customer's day-to-day IT issues. For Investec, the cost savings achieved by DE were outstanding. Even more important though, was the consistent and proactive team of DE technicians determined to understand Investec's unique challenges across their 15 UK offices.

SERVICES

- Cost analysis
- BCP
- Office relocation

6. Getting Things Done



Terra Firma discovered that 'big service provider' often equals 'big delay'. After 6 months waiting for their so called 'market-leading' supplier to set up SIP services, Terra Firma ran out of patience and turned to DE for help. Within 6 weeks, DE implemented SIP, integrated a business continuity solution and discovered £8k savings, over-charged by their predecessors.

SERVICES

- SIP trunks
- Data connectivity
- BCP
- Cost analysis

“ Berwin Leighton Paisner LLP

DoubleEdge employs a unique business model combining the skills and impartiality of consultants with the hands-on expertise of experienced service providers.

Andrew Rice, Head of Infrastructure



7. Keeping Records Accurate



When short-sighted suppliers focus on just short-term priorities, contingency planning is often neglected. This posed a threat to Sirius when it was revealed that their service provider had no record of the passwords required for an imminent DR test. DE took over and updated all the necessary passwords within just 10 days. Just as well because, within weeks, a PBX failure activated DR and a real disaster was averted.

SERVICES

- DR Planning
- Line Management

8. Personal and Proactive

Sabadell

For Banco Sabadell, communication with their supplier was always a challenge. They seldom heard from their Account Manager and, if they did, it was always someone different and never in person. On arrival, DE quickly established the personal rapport the bank valued so highly. A long-overdue rate review identified significant savings from redundant lines and other neglected services.

SERVICES

- Cost analysis
- Line Management

9. Consistent Support Team



Despite the proliferation of automated processes, efficient communications management still demands the close collaboration between customer and supplier that comes only with consistent teams of individuals. DE's introduction of a dedicated team focused on long term working relationships has brought tangible benefits to TMP's IT strategy and a welcome departure from constantly changing contacts.

SERVICES

- Voice recording

“ Waterstones

DoubleEdge brings immense experience to the management of our fixed line systems and services. Their personal service is exceptional and I have total confidence in their capabilities.

Matt Langmer, IT Manager



Visit www.edge-edge.co.uk to find out more



VOICE



DATA



MOBILE



CONSULTANCY

SERVICE EXCELLENCE

We believe that proactive, knowledgeable support from people who really care is at the heart of delivering performance improvement

THAT'S THE DIFFERENCE WITH DOUBLE EDGE

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