netstar
IT SUPPORT

St. Brides Media & Finance

Netstar's robust cloud platform enhances St Brides' productivity and increases client satisfaction

Former Cloud Computing solution resulting in freezing screens and slow responsiveness

In late 2013 it became apparent that the performance of St Brides' existing Cloud platform was adversely affecting productivity. Not only were they frequently experiencing slow connections and freezing screens, but they were not receiving the quality and speed of issue resolution they required from their IT support company.

"Thanks to Netstar we are experiencing all the benefits of a cloud infrastructure and have seen a dramatic improvement in staff productivity and customer satisfaction."

Hugo De Salis
CEO, St. Brides Media & Finance

Despite experiencing issues with their Cloud environment, St Brides were keen to remain on a Cloud platform and did not want to move their IT back "in house". They were convinced that with the support of the right IT Partner, they could reap all the benefits that a robust cloud environment had to offer.

St Brides chooses Netstar for Cloud Solution

St Brides conducted a meticulous evaluation of possible suppliers and after shortlisting two, decided to switch their IT Support to Netstar. They were impressed that Netstar took the time to understand their user requirements and also by the fact that they were ISO27001 accredited – giving them the assurance that their sensitive client data would not be compromised.

Once engaged, Netstar evaluated St Brides' IT set up and identified the issues affecting their productivity. They swiftly migrated St Brides' existing hosted infrastructure to their own cloud environment.

St Brides
Media & Finance Ltd

THE CUSTOMER

St Brides Media & Finance Ltd is a London based specialist multi-divisional investor and public relations consultancy for growth companies.

The company provides a broad range of services, extending beyond the traditional remit of investor and financial public relations to include business analysis, consultancy and marketing.

Assisting in the development of strategy, increasing media exposure to boost corporate image, promoting market position to investors and raising company profiles across all mediums, are amongst some of the services the integrated and complementary St Brides team provide.

Why Netstar are St Brides' IT Partner of Choice

1   St Brides work around the clock, due to client's often being on different time zones, to provide exemplary service to their customers, so being able to access files, applications and documents from the office, on the move and at home is of paramount importance.

2   In the unlikely event an issue arising, St Brides operate safe in the knowledge that a Netstar support engineer will start fixing the problem within 10 minutes.

3   By replacing old PCs and implementing a secure back up and disaster recovery solution, Netstar have enhanced productivity and de risked St Brides' business.

4   By installing a SonicWALL managed firewall Netstar have addressed St Brides' connectivity issues and guaranteed maximum bandwidth.

Hugo De Salis, CEO at St Brides Media & Finance commented: "Thanks to Netstar we are experiencing all the benefits of a cloud infrastructure and have seen a dramatic improvement in staff productivity and customer satisfaction. Netstar's robust, responsive and flexible approach frees us up to focus on our key priority of meeting and exceeding our client's needs."

Netstar Managing Director Mit Patel added: "We welcomed the opportunity to demonstrate the true benefits of a cloud platform to St Brides Media & Finance. We are pleased that they are satisfied with their new IT infrastructure and are on hand for them 24x7x365. We look forward to developing our business partnership with St Brides in 2014."

The Benefits of Cloud Computing

✔   All of your files and applications are accessible from anywhere, on any device. All you need is an internet connection. You no longer have to be tied to your desk to work to achieve full productivity.

✔   There's no need to have servers in house. Everything that your servers do, can be done remotely in the data centre instead, freeing up space in your office.

✔   As you don't have as much hardware, your running costs will come down and your carbon footprint will be reduced.

✔   You pay a predictable monthly cost. You avoid the large upfront costs, and maintenance costs, that come with running your own servers.