

## Case Study

### Telecoms

Support from a provider you can trust.

How we upgraded the the network & communication systems for an International glassware firm

## Key Outcomes



Improved business Wi-Fi



Better internal communications



Faster more stable wired network



Expandable telecoms system



Improved team & client experience

## Background

A local glassware firm were struggling with their business connectivity and international & external communications

Syn-Star met with the client to fully understand their requirements as well as their future goals and plans.

Syn-Star provided a full proposal which included more robust Wi-Fi, updating hardware, and rewiring connections. In particular, this client wanted to ensure that their IT & telecoms grow and evolve with their business expansion and geographical growth.



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## Why Syn-Star?

We provide personalised IT support that understands your business from the start. Our affordable solutions never compromise on quality, and our team offers unlimited support requests to maximise your IT budget. With over 20 years of reliable service, our exceptional customer service ensures seamless communication.

Our recent results have surpassed SLA targets, with a 36% increase in tickets resolved within 2 hours compared to the previous year. Additionally, 93.8% of tickets were resolved within 2 hours, and we received a 4.81 customer service rating from our clients.

## Tech Quote

Stable Wi-Fi can make a big difference.

By rewiring the premises, we were able to boost connection speeds which made a huge difference.

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[hello@syn-star.co.uk](mailto:hello@syn-star.co.uk)

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## The Issue

This client was struggling with connectivity within the office, it was unreliable & slow at times. Communicating with franchisees in the United States was causing frustrations.

The client wanted to ensure they had a secure robust network that was properly configured & reliable. On speaking to Syn-Star, this client was relieved to learn that we could rewire their Petersfield premises to drastically boost connection speeds.

Syn-Star also expanded and improved their strength and speed provided Wi-Fi capability and important updates, both for software and security, to minimise disruption.

## How we helped

Our main goal was to ensure that the client ended up with a secure network that would allow better communications internally and externally.

We rewired parts of their office to ensure that stable connectivity was achievable throughout. Our technicians also implemented security strategies to protect the business and its employees from a variety of cyber security risks in the UK and globally.

Alongside this, we updated all of the client's IT systems, including decommissioning older, unused hardware, to ensure that the latest working technologies were being used.

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## Different ways of working

Upgrading your internal communications will help your business improve its efficiency.

We provide flexible telecoms with you in mind. Gone are the days of using solely desk phones, your communication devices should be helping your teams efficiency.

We can provide a variety of options to best suit each employees needs, this could include a desktop softphone, mobile app, headset and a physical desk phone dependant on their job role.

## Client Quote

### Manager

“Upgrading our phones to support our international expansion was vital for our business. Syn-Star’s support and knowledge was incredibly helpful, the team is very happy with their new setup.”

## The impact of connectivity

Whether you need to send emails, access databases, or utilise communications, network connectivity is a must.

This client was deeply concerned by their lack of stability, which was affecting their communications throughout their business. By installing new cables and updating the WI-FI, the number of user issues they faced dropped significantly.

## The Outcome

- Client increased team productivity
- They saw a minimised frustrations within their team and improved staff retention
- Increase franchise engagement
- Increase in the capacity adjusting for future growth and expansion

## Need help? Lets talk!

Want to find out how Syn-Star can help your business?

We can work with you to implement bespoke IT Support, tailored to your individual business needs. We take the time to learn your business, meaning we are better equipped to help you exceed your goals.

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IT - Telecoms - Technology

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