

N FAMILY CLUB CASE STUDY

MAKING DAY-TO-DAY OPERATIONS
SMARTER, SAFER, AND MORE EFFICIENT

COMPANY OVERVIEW

N Family Club is one of the UK's leading nursery groups, known for creating inspiring learning environments that put children and families first. With rapid expansion across multiple regions, N Family Club needed an IT partner capable of delivering the same consistency, care, and reliability that they pride themselves on in their nurseries.

CHALLENGE

As N Family Club grew, so did the complexity of managing IT across multiple sites. Their previous provider had become preoccupied with internal mergers and acquisitions - and service quality suffered.

The result: nursery teams struggled to get timely support, reporting was disjointed, and day-to-day operations were slowed down by tech issues that simply shouldn't have happened.

SPECIFIC ISSUES

- Lack of consistent account management and communication
- No consolidated billing or reporting to support growth
- Slow response times and limited day-to-day support
- Complexities managing multiple nurseries under one IT framework

SOLUTION

Delta 365 had already proven their worth supporting several nurseries within the group - building a strong reputation for reliability, responsiveness, and genuine care.

When the time came for change, Delta 365 stepped in with a hands-on, people-first approach to deliver stability, structure, and long-term confidence.

Here's what we delivered:

- Seamless migration and onboarding - with minimal disruption to nursery operations
- Dedicated account management - ensuring clear communication and strategic alignment
- Unified IT and telecoms support across all sites for greater efficiency
- Proactive planning around cyber security, hardware upgrades, and scalable systems

"There was no clear account management as we grew, no consolidated billing reports - just things that we needed more and more as we were expanding." - N Family Club



THE IMPACT

The difference was immediate and measurable. With dependable IT and a proactive partner, N Family Club's teams could focus on what matters most - providing exceptional care and education, without worrying about their systems letting them down.

KEY RESULTS DELIVERED

- Reliable, high-performance IT and telecoms across all sites
- Clear, consistent communication and account management
- Reduced downtime and faster issue resolution
- Strategic planning around future IT and cyber resilience
- A trusted partnership built on trust and collaboration supporting ongoing growth



"The key for us is that the IT works every day for our nursery teams so that they can focus on the children and their families. I now hear of very few issues, and those that do occur are dealt with clearly and consistently." - **N Family Club**

A PARTNERSHIP BUILT ON CARE AND COLLABORATION

Today, Delta 365 continues to work closely with N Family Club through regular reviews, strategy sessions, and proactive technology planning. The relationship has evolved from service provider to trusted partner - one that understands the importance of reliability, communication, and care in an environment built around people.

"Delta 365 really care about getting it right and will go the extra mile to do this. We're looking forward to continuing our partnership as we grow."

- **N Family Club**

WHY NURSERY GROUPS CHOOSE DELTA 365

- Deep experience supporting multi-site education environments
- A people-first approach to IT - clear, caring, and responsive
- Expertise in scaling systems for growing organisations
- Strategic focus on security, continuity, and future readiness

LET'S HELP YOUR NURSERY THRIVE

Whether you're managing a single site or an expanding group, Delta 365 provides the technology, expertise, and partnership to help you grow with confidence.

Get in touch today to discuss how we can support your nursery group.