DELTA 365
HUMAN LED. TECH POWERED.



CASE STUDY

Consolidating 97 bills and 20 phone systems Into one unified solution

COMPANY OVERVIEW

One of the UK's leading providers of high-quality pre-school education, operating 20 nurseries across London, Norwich, and Cambridgeshire.

CHALLENGE

This nursery group faced numerous challenges in its IT infrastructure before partnering with Delta 365. Initially relying on a single IT support individual, it struggled to meet the growing demands of the business.

Securing the network and unifying services across multiple sites posed a significant project. Managing over 97 bills per month for various services across sites proved to be an administrative burden, prompting the desire to consolidate billing with Delta 365.

The group also sought to replace 20 individual telephone systems with a unified VoIP solution and establish a single, secure Wi-Fi network across all locations.

The overarching goal was to streamline operations, consolidate services, and enhance end-user support - ultimately aiming for a seamless experience with just one consolidated bill, proactive support, and fast, reliable service.

AT A GLANCE

Challenges:

- Disparate IT systems
- Excessive bills from multiple service providers
- Fragmented services across multiple nursery sites

Results:

- Streamlined IT operations
- Consolidated billing process
- Unified VoIP telephone system across all sites
- Secured Wi-Fi network throughout all locations
- Proactive end-user support
- Improved reliability and speed of services



THE IMPACT

Delta 365 diligently worked to transition services, overcoming obstacles from the previous IT supplier. Despite the challenges, we ensured business continuity by working tirelessly, including evenings and weekends.

"I've been working with Delta 365 for a while now, and I can confidently say that they have transformed the way our business operates.

They've streamlined our operations by consolidating all our services under a single umbrella, and the results have been phenomenal. Instead of dealing with multiple bills and providers, we now receive just one comprehensive bill from Delta 365 – talk about simplifying our financial management!

But that's not all; Delta 365's team of engineers are exceptional. Having dedicated experts available for our 20 sites for 11 days out of the month has reduced our downtime from any technical difficulties to a minimum".

A PARTNERSHIP BUILT ON CARE AND COLLABORATION

- **Streamlined operations:** Consolidating IT support, mobile device management, connectivity, and VoIP telephones under Delta 365's management transformed the group's business operations
- **Simplified billing:** Instead of managing 97 different bills from various providers, the group now receives just one comprehensive bill from Delta 365, significantly simplifying financial management
- **Reduced downtime:** Dedicated experts available across the group's 20 sites for a significant portion of the month have minimised downtime due to technical difficulties
- **Proactive problem-solving:** Delta 365's proactive approach to problem-solving and deep technical knowledge ensure systems run smoothly and efficiently at all times
- **Exceptional customer service:** The group has experienced unmatched professionalism and customer service from Delta 365, from initial onboarding through to ongoing support

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.

020 4599 1365 www.delta365.co.uk