

Case Study



Company: Fusion People

Industry: Recruitment

Headquarters: Hampshire

Founded: 2004

Services: MPLS, Mobiles, ISDN, SIP

Key benefits

- Fit for purpose technology
- Best value
- First rate service management
- Ongoing technical innovation
- Flexibility

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Solution

Silver Lining sits at the core of Fusion People’s IT and telecoms, bringing together multiple MPLS, Internet carriers, multiple voice services, products and technologies to create a fully resilient and reliable solution designed to provide commercial and technical agility.

Dan Davis, Head of IT Services for Fusion People explains: “What we’ve been able to do with Silver Lining’s help is to take all of our IT and telecommunication requirements and put them all in one big pot, with the same service wrap over them all - which has provided huge economies of scale.”

Benefits

There are three main benefits Fusion People gain from working with Silver Lining; substantial cost savings; quality service management and sound technical advice & support, 24 hours a day, 7 days a week.

Cost savings

Silver Lining’s long established relationships with the major IT & telecommunication carriers allows them to negotiate hard on wholesale prices, and their expertise in system and product integration allows them to be cost-effective when it comes to implementations. *“Like most businesses we are tasked with the constant need to reduce costs and Silver Lining is a vital component in making that happen with our IT department. We made more calls in this year with silver Lining than with our previous network provider but we have still made an annual saving of 40%. As the business grows, so will our cost saving.”*



Conclusion

Davis concludes, *“Silver Lining has saved us around £40,000 per year. Our MPLS is 10 times faster at most sites and our Internet pipe is over 400x faster. We have the resilience that a £100m company should have but we no longer have to fight with our suppliers. The traditional Supplier/Consumer relationship has been replaced with a partnership and we now have a resilient, reliable IT solution combined with fantastic customer service.*

We find peace in the knowledge that Silver Lining is managing our whole IT and Telecommunications infrastructure as we know we are receiving the best technology which is fit for purpose at the best value, ensuring our every need taken care of. I’m now looking forward to ongoing technical innovation, first-rate service management and further cost-efficiencies.”

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Quality service management

When it comes to ordering phones and lines, Silver Lining helped to simplify the process for Fusion People to ensure they no longer have to place multiple orders with multiple suppliers. This avoids the finger pointing culture that often affects IT projects.

Davis concurs: *“Changing to one managed services supplier eliminates the problems that occur when different suppliers blame each other for faults they have caused. Our communications have now greatly improved amongst our project team. It allows a streamlined process so my IT team does not get pulled into issues and can remain focused on their jobs.”*

Reliable, honest advice

Silver Lining is an independent company which allows flexibility with their customers. Large telecommunication carriers generally have very rigid contracts where you purchase a set package for a certain period that might not necessarily be right for your organisations needs and requirements now or for the future, with little room for manoeuvre if your circumstances change.

Davis explains: *“With Silver Lining I can ensure I receive the flexibility Fusion People need and be secure in the knowledge that should our circumstances change our IT and telecommunications can be re-adjusted accordingly. We receive a blend of different technologies from different providers. Each technology is fit for purpose, or the best value, or the best technology - for example, our broadband, our MPLS and our ISDN are all provided by different suppliers, but managed for us by Silver Lining.”*

Silver Lining also provides first class IT and Telecommunications advice. Their highly skilled technical team and engineers are on standby 24 hours a day, 7 days a week, ensuring the very best customer service and technical support. Davis says: *“Silver Lining is passionate about what they do and how they can make a difference to their customers - and this runs deep from their service help desk right through to their service managers.”*

