

### **Partner Case Study: Hexel Developments**

Hexel Developments provide a complete IT service for small business from 5 to 30 users. They focus on organisations that do not employ a dedicated IT manager and aim to remove the headache of selection, procurement, installation and support that can distract the owners from getting on with the essential task of running their business.

As a "one-stop-shop" for their customers it is important to Hexel that they partner with other organisations to enable them to provide a seamless and high quality service to their customers.

#### **Talk Internet profile**

Talk Internet specialises in providing Internet based voice and data solutions to businesses through channel partners. Their services include - connectivity from dial-up to leased lines, Spyware and Web content filtering, off site backup, co-location and hosting, all of which are supported by their in-house, 24 hour technical support team. They have 6000 customers in the UK and turnover £1 million across four sites - two in Manchester, one in Warrington and one in London.

#### **Hexel's business challenge**

With the Internet becoming such an important part of the way that every organisation does business, Hexel needed to partner with a company that could provide high quality and reliable Broadband and e-mail services to their customers.

They had already been working with one supplier, but were becoming increasingly disappointed with the quality of the off-shore service response they were receiving and the feeling that they were treated as one of their many thousands of customers without individual requirements.

#### **The Talk Internet solution**

The staff at Talk Internet listened to Hexel's requirements and were able to offer them a high quality Broadband and e-mail service tailored to meet the exact needs of their customers. By utilising Talk's services and solutions Hexel is now able to deliver a comprehensive range of Broadband options tailored to each customer's requirements as well as sophisticated e-mail services such as Spam, virus and content filtering. The flexibility of the Talk services enables these to be provided without the need for the large-scale investment normally required for this type of solution.

"It is a real pleasure dealing with the Talk Internet team. Whenever we have a question or an issue we get to speak to someone who is friendly, interested in our problem and willing to take ownership of it until resolution. This is in marked contrast to our previous supplier, where we got the impression they were only too keen to get us off the phone as quickly as possible - whether they had solved our problem or not!"

*Craig Whittaker - Managing Director, Hexel Developments Ltd*

#### **The Results**

The comprehensive and high quality portfolio of voice and data solutions that Talk Internet only provides through their partner network was an ideal match for Hexel's requirements. Hexel are now able to offer their customers high quality voice and data solutions knowing that any questions or problems will be quickly resolved by Talk's dedicated and highly skilled customer service team.

"We have always placed great emphasis on the after sales service and advice we give our partners. We believe this is a real differentiator to other voice and data solution providers."

*Simon Jones - Managing Director Talk Internet*