

Curtin & Co

Netstar reduce Curtin&Co's IT expenditure by almost 50% whilst providing superior service!

In 2012, Curtin&Co made the decision to review their IT Support Company as their existing supplier was not providing them with swift incident resolution and the quality of service they required.

Curtin&Co selected Netstar as their IT Support Partner of choice after a stringent evaluation against two rival companies.

Curtin&Co were impressed with Netstar's proven track record of meeting and exceeding client expectations and witnessed Netstar's dedication to providing superior IT support first hand when they visited Netstar offices during the selection process.

Netstar to the rescue after theft

Netstar believe that IT Support should be rapid. This was demonstrated in July 2013 when Curtin&Co unfortunately suffered the disruption of a burglary.

After being notified of the incident, Netstar immediately set about replacing and re-configuring the stolen laptops and hardware – enabling Curtin&Co to be fully operational within 24 hours.



THE CUSTOMER

Based in Oxford Street, London, Curtin&Co's 20 highly skilled and knowledgeable personnel work in the fields of political and stakeholder engagement surrounding development proposals and in assisting companies in protecting and enhancing their reputations.

Curtin&Co help their clients to effectively manage and enhance their reputations during crisis situations and when engaged in community politics.

In order to provide their clients with exceptional service, they require a robust, reliable and secure IT infrastructure.

"By partnering with Netstar we are benefitting from a dramatically enhanced level of service, ensuring optimal uptime of our business-critical IT services."

Aonghus Curtin
Business Development Director

Benefits for Curtin&Co

In addition to a far greater quality of service than experienced with their last IT Support provider, Curtin&Co also benefit from:

- 1 Annual IT spend reduced by almost 50%, resulting in increased profits.
- 2 Incidents reduced significantly, enabling greater employee productivity and enhanced customer satisfaction.
- 3 Average resolution time reduced from 4 hours to 1 hour, enabling optimal operational efficiency.

Aonghus Curtin - Curtin&Co Business Development Director comments:

"By partnering with Netstar we are benefitting from a dramatically enhanced level of service, ensuring optimal uptime of our business-critical IT services. Additionally, we are of course delighted that our decision to switch to Netstar has reduced our annual IT spend by almost 50%.

We were apprehensive to engage with a new IT Support partner after experiencing sub-standard and expensive service from our previous provider, however Netstar have restored our faith in outsourced IT support."



Netstar Director Vick Patel adds:

"We are proud to provide Curtin&Co with cost-effective, efficient and proactive 24x7x365 IT Support. When things go wrong for Curtin&Co, we make them right. When things are right, we keep them that way and make them even quicker, more reliable, and more efficient."

5 Reasons to Switch

- ✓ We aim to start working on your IT issues in under 10 minutes.
- ✓ We proactively monitor your IT systems to find and combat faults before they develop into problems for you.
- ✓ ISO 27001 accreditation means you can be sure that yours and your clients' sensitive data will be safe and secure.
- ✓ Ongoing technology consulting and IT budget planning provided at no extra cost.
- ✓ Established business providing IT support in London since 2002 - try us for just one month!