

# Mark Warner

## Netstar enhance staff productivity and reduce risk for Mark Warner

In early 2013 Mark Warner embarked on a project to review their IT support strategy to ensure they were capitalising on the latest technologies and IT practices. Following a rigorous evaluation of available suppliers they selected Netstar as their IT Partner of choice.



### Enhancing Staff Productivity

Netstar embarked on a full review of Mark Warner's IT set up and implemented changes that would maximise the productivity of all Mark Warner staff – be them office based, mobile, working from home or resort staff.

Netstar migrated Mark Warner from their existing cloud system to a robust, highly available and secure cloud platform. Within weeks Mark Warner staff were experiencing rapid bootup and login times, seamless phone calendar syncing and fast running PC applications, all leading to improved productivity, collaboration and enhanced customer satisfaction.

### THE CUSTOMER

Headquartered in London, Mark Warner is a privately owned British tour operator specialising in high quality beach and ski holidays. Mark Warner was established in 1974 with one ski chalet in Verbier, Switzerland. Since then it has developed into one of the most highly regarded independent travel companies in the UK, carrying over 50,000 passengers to a mix of Ski and Beach resort holidays each year.

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Tim Locke  
Head of Sales and Marketing at Mark Warner

### Reducing Risk

Netstar took steps to reduce risk and ensure business continuity for Mark Warner by:

- ✓ Installing a comprehensive off-site Back up and Disaster Recovery solution to ensure data would be secure and backed up at all times.
- ✓ Replacing and virtualising old and under provisioned servers to minimize risk of server failure.
- ✓ Adding a layer of network protection with content filtering and firewalls to protect against viruses and malware.

Tim Locke, Head Of Sales and Marketing at Mark Warner commented: “By partnering with Netstar we are experiencing a reliable and robust IT infrastructure – which has improved productivity for all our staff. These benefits have not only have impacted the working environment at Mark Warner – but have also improved our customer satisfaction levels.”

Netstar Managing Director Mit Patel added: “We are proud to provide Mark Warner with proactive IT Support and are on hand for them 24x7x365. It has been particularly rewarding to see how the changes we have made to their cloud infrastructure have directly impacted the performance of their staff. We look forward to building on our business relationship with Mark Warner.”