

CHESTNUT NURSERY SCHOOLS CASE STUDY



ABOUT CHESTNUT NURSERY SCHOOLS

Chestnut Nursery Schools is one of the UK's leading providers of high-quality, pre-school education with 20 nurseries located throughout London, Norwich, and Cambridgeshire.

THE BUSINESS CHALLENGES

Chestnut Nursery Schools faced numerous challenges in their IT infrastructure before partnering with Delta 365. Initially relying on a single IT support individual, they struggled to meet the growing demands of their business.

Securing their network and unifying services across multiple sites posed a significant project. Moreover, 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.

Additionally, they 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.

WHY CHESTNUT CHOSE DELTA 365

Impressed by Delta 365's track record of delivering exceptional IT solutions, Chestnut Nursery Schools Limited transitioned to their services. Referred by a similar nursery with successful experiences, Chestnut was drawn to Delta 365's proactive approach and timely proposal.

HOW DELTA 365 RESPONDED

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

AT A GLANCE

CHALLENGES

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

BENEFITS

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



CLIENT BENEFITS

- **Streamlined Operations:** Consolidating IT support, mobile device management, connectivity, and VoIP telephones under Delta 365's management has transformed the client's business operations.
- **Simplified Billing:** Instead of managing 97 different bills from various providers, the client now receives just one comprehensive bill from Delta 365, significantly simplifying financial management.
- **Reduced Downtime:** Dedicated experts available for the client'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 that the client's systems run smoothly and efficiently at all times.
- **Exceptional Customer Service:** The client has experienced unmatched professionalism and customer service from Delta 365, from the initial onboarding process to ongoing support, demonstrating a commitment to addressing their needs and concerns.



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. Their proactive approach to problem-solving and their in-depth technical knowledge have ensured that our systems are running smoothly and efficiently at all times.

The level of professionalism and customer service we've experienced with Delta 365 is unmatched. From the initial onboarding process to the ongoing support, they've consistently gone above and beyond to address our needs and concerns. It's evident that they genuinely care about their clients and are committed to delivering the very best solutions.

THE DELTA 365 DIFFERENCE

For businesses facing IT support challenges, Delta 365 offers comprehensive and reliable solutions. Contact our team today to experience the same transformative results in IT support, telephone systems, commercial WiFi networks, and business mobile solutions. Call us on 020 4599 1365 or email info@delta365.co.uk