



CUSTOMER PROFILE

UK RAIL PROVIDER ACHIEVES COST SAVINGS ON THEIR TECH SUPPORT AND IMPROVES INTERNAL COLLABORATION

Daisy supports one of the UK's largest providers of public transport. They are responsible for maintaining the infrastructure that ensures people and goods get where they need to go safely and efficiently. If you've used public transport at all in England, Scotland, or Wales, it's highly likely you've travelled on their lines and tracks at some point.

The Business Challenge

To ensure safety on the railways, the customer maintains a complex IT infrastructure of interconnected systems. It is of the utmost importance that their IT and communications systems remain operational, as any outages or failures can cause disruption to signalling systems, or communication with train drivers.

If this were to happen, the whole line could be shut down until the problem is fixed, causing severe disruption to service.

To prevent this, the customer needed a technology partner that could respond quickly to any technical support tickets raised, to ensure any issues would be dealt with quickly and efficiently.

The Solution

Daisy provides service desk support, with technical experts on hand to react to support requests as they come in. This includes remote support over the phone, or if necessary, on-site technical engineers to solve incidents.

Communication is also a high priority for this customer, so they also rely on Daisy to provide telephony systems that are an essential part of their safety procedures. These are operated by critical operational services and other business users.

The Results

The customer achieved cost savings through a prepaid support contract. This allows them an agreed number of requests which they can top up if needed. That way, they only pay for support for issues they cannot resolve internally, and this ensures they are not paying for services they do not need.

They also enjoy the peace of mind of knowing that they can have instant access to a technical expert via telephone, or through live chat support. For any on-site works they are not able to cover, they can also call upon a local engineer to support within a short timeframe.

The introduction of telephony systems has also improved internal communication and collaboration and their Microsoft R5 licences ensure that their software applications are kept at the top of their game with the latest updates.

i AT A GLANCE

Industry sector: Logistics

Employees: 40,000

Solutions/services taken:

- Unified Communications
- Support and Managed Services
- End User Service Desk