

CASE STUDY

Cresta World Travel

Cresta World Travel **About FluidOne**

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About Adata

For more than 40 years Cresta World Travel have been offering value for money solutions for the independent, discerning traveller. Our staff have extensive knowledge of the travel industry, many having over 20 years' experience. Their first-hand knowledge of the world's most exciting cities, remote beaches and hotels ensure that your tailor made holiday is perfect in every way.

Our new system enabled remote working and reduced costs by 60% as part of Cresta World Travel's office move

After a third party repeatedly failed to fix a problem with their voice circuits, travel agents Jetset were left struggling to answer calls from customers wanting to book flights and holiday packages. Our investigative skills were vital in helping to correctly identify the issue, speed its resolution and get them selling flights and holidays again.



The Challenge

A recurrent problem with Jetset's voice circuits was damaging business and threatening to undermine their reputation for delivering quality service. Downtime is not an option, particularly during the first few months of the year (peak periods for booking flights and holiday packages). The third party providing the voice circuits insisted that Jetset's Mitel phone system was at fault. Slow in general response, they were reluctant to widen the investigation.



The Solution

Going beyond our contractual levels of Mitel support, our phone system engineers quickly got to work to investigate the root cause.

- We pinpointed & provided detailed phone system log data, to highlight that there was nothing wrong with the Mitel equipment we support.
- We suggested alternative issues on the external network that could be causing the problem.
- We helped Jetset to put more pressure on the 3rd party to resolve their issue.



Result

"As the only real voice of reason we could turn to, FluidOne's support expertise was invaluable. Their evidence and advice helped shorten the time taken to resolve the issue with our voice circuit supplier. FluidOne provides a consistent quality of support that other suppliers struggle to match."

James Serjeant, IT Manager, Cresta World Travel Ltd



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.