

CASE STUDY

Synergy Associates



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 Synergy Associates

Synergy Associates is an IT Managed Services Provider, specializing in IT Support for art galleries, the creative industries and financial services in New York, London and Hong Kong.

Synergy Associates improve resilience for clients

Synergy Associates demand the best connectivity solutions for their clients. Steadfast resiliency solutions and high connectivity speeds are a must and that is why they value FluidOne



The Challenge

Synergy pride themselves on providing both premium quality and cutting edge technologies. With the rise of cloud services over the last few years the importance in being able to offer good quality on connectivity has never been higher. In 2009, Synergy, pre-empting that SME's would need to improve their connectivity foundations in order to take advantage of new services, began to look for a partner who could offer them a high level of support, diversify their existing portfolio and ensure best of breed service irrespective of geographical location.

Alexander Caplan, Managing Director said "Partnering with FluidOne allows us to deliver the exceptional levels of service our clients expect, over a broad range of access variants, at a price our clients can afford."



The Solution

Synergy are a valued partner of FluidOne and regularly purchase connectivity. Products they tend to favour are the premium value Ethernet products; often with built in auto failover via 3G or a separate carrier. These solutions deliver high up-time. This is particularly important for all of Synergy's customers but above all for their financial service clients – who count the cost of downtime very firmly in pound signs.

The wide range of services FluidOne offer mean that Synergy can consult their clients properly on the merits of each solution and what a particular service might mean for the performance of other parts of their IT infrastructure, be it the software for an Art Gallery Package or a Citrix hosted desktop service.



Result

Up-time is an essential requirement and while SLAs are strongly in place, FluidOne offer an above and beyond service with a 24/7 engineer support desk and numerous failover options. Synergy have a range of customers that need to be supported at all times and downtime is not a favourable option. By Synergy and FluidOne working together, customers are unaware, due to automatic failover, of any disruptions. This ensures great customer relationships and builds a strong business to business trust.

Alexander Caplan, Managing Director commented; "Synergy's clients demand consistently great performance and high reliability from their IT. Partnering with FluidOne allows us to deliver the exceptional levels of service our clients expect, over a broad range of access variants, at a price our clients can afford. Our dedicated client account manager is responsive to our needs and this regular contact really empowers us to offer more connectivity solutions to address our clients' evolving business challenges".



Get In Touch

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