



CASE STUDY McLaren

McLAREN

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 McLaren

McLaren group of companies operates in construction, property and development in the UK and UAE. Established in 2001, with around 700 colleagues, they are made up of five specialist business units based across the UK – London, South, Midlands & North, and internationally in Dubai. McLaren are passionate about creating spaces that inspire and serve their customers in both the public and private sectors; including commercial offices, mixed-use buildings, residential, retail, education, distribution and logistics, hotels and leisure.

Giving McLaren the leading edge with agile, roaming data SIMs solution.

McLaren were looking for a flexible, blended solution to their connectivity issues whilst out on site. They approached FluidOne for reliable roaming that would work from day one.



The Challenge

Quality and reliable connectivity between McLaren offices and construction sites is critical.

Dan Blackman, Head of IT at McLaren said “I had been speaking to FluidOne for a couple of years. They lost out on a contract with us a few years ago, but I really liked the guys – they were really helpful, and clearly experts in their field. So, when we faced this challenge of connectivity, I knew that they’d be able to help us. We were using a single mobile network provider for our data and devices – but whilst it worked perfectly fine in some regions, it didn’t work across all regions reliably, which obviously wasn’t acceptable. Our people need to connect to our company network, using our SD-WAN solution, to access all the files they need to do their jobs out on site. If they can’t connect, they can’t do their jobs properly.”



The Solution

FluidOne created a bespoke solution, tailored to McLaren’s requirements. Michael Tomkins, Account Director at FluidOne, recalls,

“I worked really closely with Dan to make sure we came up with something that was going to overcome these challenges the teams at McLaren were facing. We designed a solution that gave McLaren a roaming, advance data bundle, which meant they could connect to any network, whilst also sharing the same data pool. This ensured they would get to use every GB provided so there was no wasted data, whilst also making sure there was no overage. This helped McLaren as usage levels changed on a monthly basis, and they needed a scalable solution that did not result in any unexpected costs.”

“We wanted something that could bring value, something that was going to help the teams at McLaren work better, not change the way they do things. At FluidOne, we pride ourselves on connecting our customers to the business-critical applications, using any device, anywhere...it’s what we do.”



Result

McLaren focusses on exceeding their customers' expectations; they've created an environment of quick decision making to deliver solutions efficiently and successfully for their customers. And with FluidOne, they have the right infrastructure in place enabling their teams to connect to whatever they need, whenever they need it, on their supported devices.

Dan Blackman explains,

"The roaming data bundle from FluidOne means that our teams can be up and running from day one, using 4G from the network with the best signal strength in any given area; and in a world where time is money, this really is priceless. This blended approach means we can be agile and flexible, allowing us to deliver on our promises to exceed our clients' expectations."

"Moreover, FluidOne also provide comprehensive and proactive account management. They just make everything so easy for us, nothing is too much trouble. They have an industry leading solution dashboard which shows me our data usage as a pool, or per device, site or region, whatever I want. I call it the 'single pane of glass' because it gives me those important insights, as well as all our FluidOne products and solutions on the same billing portal, making everything much clearer."

Dan also states that FluidOne go above and beyond, to get the job done,

"I have monthly and quarterly updates with Michael, as you might expect, but he also comes and hot desks with us regularly. This means that he's really able to see what environment we work in, and what the demands we face on a daily basis are. He even manages the relationship with other relevant parties for us – from the transition from our previous supplier to FluidOne, to managing the installation of the leased lines (which can take over a year!)."

"FluidOne aren't afraid of a challenge; they really have worked with us to find something that fits us and our needs, it's a breath of fresh air!"



Get In Touch

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