

CASE STUDY

Nemesis



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 Nemesis

Founded in 1997, Nemesis is a successful provider of Go-To-Market strategy services for some of the UK's leading retail brands.

Our service care was paramount for retail strategist Nemesis in their upgrade from ISDN to SIP

Nemesis needed to keep their telephone system working during the migration of their services to our SIP network. Having inherited an ISDN fault from their previous provider, the speed & responsiveness of our service desk team was critical in resolving their issue and keeping their communications running.



The Challenge

The firm needed us to resolve the intermittent ISDN fault, we inherited from their previous provider.

The old provider had failed to resolve the issue, despite three years of trying. The company suffered more than 30 network drop outs during this time. They had tired of logging issues with their previous provider. Despite not being legally obliged, we were not happy to leave their business at risk during the migration interim.



The Solution

Our skilled and determined team quickly fixed the issue and kept their business running. We launched an immediate investigation, quickly identifying local maintenance work by BT Openreach as the root cause, before devising a resolution plan. This included:

- A client log and record of disruption incidences
- Rapid issue escalation through Openreach's formal complaints channel
- Dogged chasing of Openreach



Result

Exceptional, tenacious service that deliver results and builds trust.

We resolved the client's issue within 10 days, which their previous provider failed to achieve over several years. This ensured the smooth transition of their services from ISDN to SIP. We developed a close bond with an extremely happy customer, that implicitly trusts our service delivery.



Get In Touch

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