iDS Case Study
Navigate IT

Flintshire-based Navigate IT Ltd provides unique IT support and consultancy services to suit all sizes and types of business throughout Cheshire, the North West and North Wales.

The Challenge
Having outgrown its existing premises in Deeside, Navigate IT needed to relocate. One of Navigate's key services – remote monitoring of its clients' IT infrastructures – is delivered using the "Cloud", and so a critical consideration for new premises was the presence of a fast and reliable Internet connection. Where would it find such connectivity? And could the bandwidth be easily increased as Navigate's customer base rapidly grows?

The Solution
Navigate identified Bretton Hall Properties, a small, rural business park in Broughton that had FibreSpeed connectivity thanks to IDS. Its tenants can take advantage of 30Mbps of uncontended bandwith. In addition, through IDS's managed service, they can add IP telephony, managed firewall, secure remote access, and content filtering services – Internet tools that deliver efficiency, productivity and security. The service is perfect for Navigate, particularly its ability to support Navigate's Cloud-based "Service Desk" remote IT infrastructure monitoring facility. And when it's required, IDS can add additional bandwidth quickly and easily, meaning that Navigate's needs will be met well into the foreseeable future.

Benefits
Using ADSL, sending and receiving large files could take West Coast Energy With FibreSpeed connectivity, Navigate can offer reliable, responsive and cost-effective IT support services to its customers using the Cloud. Up to 80 per cent of issues raised by its Service Desk monitoring system can be dealt with remotely, catching problems early and rectifying them before they become more serious and potentially more costly for the customer. Thanks to FibreSpeed's built-in resilience, reliability of Navigate's real-time, 24-7 monitoring is assured. And through IDS's managed service, Navigate can become more productive and efficient in its working.

Customer:
Navigate IT

Website:
www.navigate-it.com

Customer size:
10 employees

Country or region: Broughton, Flintshire

Sector: IT Consultancy / Managed Support Services

Customer comment:
"One of our key business offerings is the provision of remote IT support services for businesses throughout the UK. Integral to both our operational efficiency and the client's experience is fast and reliable Internet bandwidth. Few IT providers successfully use the cloud to provide an effective 'virtual IT department' for companies. Thanks to FibreSpeed and IDS we have the internet capacity essential in supporting our growth, productivity and competitiveness."

Andrew Plews, *Managing Director, Navigate IT*

To discover how IDS can transform your business, visit **www.idsi.co.uk** or call **0870 844 8811**.

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