

Get faster broadband Superfast Leicestershire

The Evolution of 24 Hour Technology



Adam Willett with MD Leanne Bonner-Cooke

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Adam Willett

Head of Infrastructure and Support at Evolve

Leicester-based company Evolve provide their clients with a wide range of business consultancy, project management, process improvement, IT infrastructure and application services. Evolve's continuing success means they needed to establish a broadband system which would match the growth of their business. Adam Willett and Lucy Berger (Marketing and Finance Coordinator) told us more....

How important is technology to your business?

Adam: Very important. For my side in infrastructure, we support our external customers with their IT support, backups and service monitoring. Whenever we develop new customer applications which need a platform, we identify the best infrastructure and design for their specific requirements.

We work across many sectors, helping with project implementation, bespoke software development, data cleansing and migrations, plus systems integrations. Technology is vital for sharing information and data with our customers in an effective way.

We have a lot of data to shift around in the course of a day - with copies of databases and huge files to download. The speed of our broadband service is crucial to our customer service. Internally, we rely on a robust connection as we use broadband to support our communications in terms of email and IP telephony.

What were the challenges before you got Superfast Broadband?

Adam: Previously, whenever our team needed to electronically transfer data from a customer site, they had to schedule this out of hours and run an automated process to copy it overnight. Now, we can kick the process off during the working day. Implementing Superfast Broadband has significantly reduced the time we need for this - instead of the 8 hours a job would have taken, it's now down to just an hour.

What difference has it made in your business?

Adam: The time we save means we're able to react to customer needs more quickly and this has led to better customer service all round. It also means we provide a more resilient phone service for our team.

Our developers can copy huge amounts of data to and from customers in much less time. It is quicker for staff working from home too. Our team can now use our systems as quickly as if they were in the office. Before, it would take much longer to get things done from home. It is now so much more efficient and flexible.

How Superfast Broadband has helped Evolve:

- Faster download speeds and file transfers
- More professional telephony service
- Enabled international business opportunities

www.evolve-consultants.co.uk

Member of the East Midlands Chamber of Commerce
(Derbyshire, Nottinghamshire, Leicestershire)

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Adam: Broadband is also helping us to work with international companies. At the moment, we are supporting a new application that is going live for one such company and we are offering support 24 hours a day for the next 3 month ends. Now, our team can just connect in from home to provide this support - so we can work with the international clock.

Also, we have an IP telephony system which uses the broadband line. We used to get problems with interference and crackling. Since introducing broadband, our telephone service is so much clearer and more stable. This has had a big knock-on impact on sales and service.

Are you getting the most from the technology?

Lucy: I have attended quite a few of the Chamber's eBusiness Club workshops, most recently google analytics and video marketing.

Have you been able to use the learning?

Lucy: I have plans to create more videos for marketing purposes, going forward. I was able to put the google analytics training into practice straight away and it gave me a better understanding of the details I could gain from it. For instance, using the demographics to tailor our marketing focus.

What's Next for Evolve?

Adam: We're currently developing some exciting new products and are looking forward to working with more customers in the future - with more data flying around, more companies to support and importantly, more time to do it all in!



The Benefits of Superfast Broadband:

Many businesses that can already access fibre broadband are using it to maximise growth, expand their customer base and improve their bottom line. By having fibre broadband, not only will you be able to benefit from faster upload and download speeds, you can also run meetings by video link and reach customers through new, faster and easier to track methods of communication like Facebook and Twitter.

Plus, you can also use cloud based systems, which means you have access to the same tools as larger companies – all with the same benefits, but for a fraction of the cost.

Superfast Fibre Broadband in Leicestershire:

- ✓ Leicestershire County Council's vision is to ensure that all premises can access superfast broadband speeds by 2018
- ✓ The current BT contract will ensure fibre broadband access to at least 72,000 additional premises
- ✓ Over 400 fibre enabled cabinets will be deployed as part of the BT contracts
- ✓ It is estimated that Superfast Leicestershire will generate £92m in economic growth by 2021

For further information please visit:
www.superfastleicestershire.org.uk



The eBusiness Club

Helping you use technology to boost your business

At the East Midlands Chamber's eBusiness Club, we understand that you want to improve your business and make the most of every opportunity available to help you achieve that.

When it comes to technology, the range of opportunities on offer can appear to be both vast and daunting at the same time. From social media through to eCommerce, it can be all too easy to miss out purely through a lack of knowledge or even confidence.

That's where we come in. With great training, specialist support, workshops, consultancy and grant funding, we have everything you could possibly need to embrace, understand and use all levels of advanced technology to take your business to a greater level of success.



To find out more about workshops and training courses in Leicestershire please visit:

www.ebusinessclub.biz/Workshops-and-Courses