

## CASE STUDY

Poor connectivity speeds – impacting customer productivity.

FTTP and Wi-Fi improvements

### Financial Services Business

#### OBJECTIVES

- Remove connectivity headache for customer.
- Allow for staff to work effectively from the office.
- Provide seamless stress-free Wi-Fi.
- Deliver temporary wireless service to get business back operational connectivity.
- Support case management with Openreach for resolving challenged faced by client.
- Liaise and manage communications with local ISP telecommunications provider to ensure FTTP service request is accepted.
- Improve network speeds via commissioning a FTTP service.

#### Benefits

- Enhanced customer satisfaction and end user experience.
- Staff can work within the office to boost productivity and collaboration.
- Client can focus on core business goals rather than IT issues,
- Improved network performance.
- Simplified technical complexity.
- Reduced stress from constant network issues.
- Demonstrates proactive problem solving and flexibility.
- Responsive point of contact if issues do arise.

#### AT A GLANCE

##### Challenges

- Poor broadband network speeds.
- Unresponsive ISP wouldn't provide FTTP requested – splicing required.
- Customer had to send staff home to work due to performance issues.

##### Solution

- Influence local telecoms provider to deliver FTTP
- New ISP with customer focused mindset
- All in one Broadband device for seamless connectivity



*We were at our wits end trying to get connectivity to our offices, our supplier was unresponsive, and we were having to continually send people home to work as Service was slow or would stop.*

*The team at MNB helped turn this around and got a setup in place for us to get things working for us – removing the headache so we could focus on business activities – Thanks MNB"*



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