



## Camera Obscura & World of Illusions Providing Over A Decade of IT Support

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**Beth Nicholson**

**Administrative Manager**

**Camera Obscura & World of Illusions**

**Client:** Camera Obscura & World of Illusions

**Industry:** Arts/Entertainment/Recreation

**Location:** Edinburgh, Scotland

**Users:** 70 Employees

### Background

Camera Obscura & World of Illusions is based in Edinburgh, located on the Royal Mile and has become one of the most popular attractions in Edinburgh. It offers visitors a unique experience, blending historical and modern optical illusions.

Their story begins with Maria Short, who opened a ‘Popular Observatory’ on Calton Hill, Edinburgh in 1835. Due to external pressures, she had to move to a building on the Royal Mile in 1853, which was renamed Short’s Observatory. After Maria’s death, the building was taken over by Patrick Geddes. He renamed the observatory ‘The Outlook Tower’ and transformed it into a centre of learning. In 1977 David Hayes, and his growing company Visitor Centres Ltd, took over and it’s been a family business ever since. From the beginning, they have continued the work that Maria Short and Patrick Geddes started. They collaborate with artists, inventors and technical wizards – to plunge you even further into a world of wonder and delight.

Network ROI has been working with Camera Obscura & World of Illusions since 2011, working on managing their hardware and software across the site.

### Challenges

Previously, Camera Obscura had worked with another Managed Service Provider. Although effective, the level of security was an issue as well as having long delays in resolving issues with their IT services, causing delays and interruptions within their business operations.

Due to the rapid growth of the company, it took considerable time for all their IT structures and support systems to catch up, therefore Camera Obscura required a Managed Service Provider who could support them with their needs in a timely and efficient manner.





## Solutions

Network ROI have provided Camera Obscura with the following package, which includes a range of productivity and collaboration tools, cloud services and security features including:

- Harmony support, both in and out of house, backups
- Third-party services including PassPortal, Fibre and Wi-Fi management
- Managed e-mail security
- Anti-virus
- Cyber monitoring
- Firewall
- M365 monitoring
- Microsoft licencing
- Annual Cyber Essentials certification

Since Camera Obscura moved to Network ROI, they feel confident in knowing that all their IT needs are met for the smooth running and operations of their business.

Beth Nicholson, Administrative Manager from Camera Obscura & World of Illusions states "Camera Obscura & World of Illusions values its partnership with Network ROI, which significantly enhances our operational efficiency by managing our extensive IT needs. This collaboration ensures that our systems are secure and functioning smoothly, thereby supporting our unique visitor experience and helping us maintain our reputation as a must-visit Edinburgh attraction."

## What Camera Obscura values in Network ROI:

- Reliability and speed in which tickets are actioned and resolved.
- The friendliness of the service desk team and communication in general.

## Key areas in which we have helped the business:

- Resolving slow internet speed, which has vastly improved with their new leased line.
- In March 2020, when there was a requirement for us to close due to the pandemic, about five of Camera Obscura's staff members continued to work from home. We helped them set up a VPN and email access while offsite quickly, enabling a smooth transition to home working for these staff members. We helped them with templates for bringing your own device, as this wasn't something they had the hardware for.
- They had a physical server before 2020, however, due to a hardware failure, they worked with Network ROI to restore all data and migrate it across to a cloud server and certain data to a separate NAS drive. They also upgraded and imported all passwords to another password manager.

## Overall Outcomes

- Previously, Camera Obscura & World of Illusions found it difficult to get the level of service from their previous Managed Service Provider due to their rapid growth, causing delays within their IT infrastructure. Since moving to Network ROI over a decade ago, our responsiveness and operations, have allowed for quick turnaround times to ensure smooth operations within the business.
- Network ROI continues to help Camera Obscura & World of Illusions with all of its IT needs and has overcome the challenges they have faced in the past.

## To find out more about our products and

services, call us on **0131 510 3456**, or

visit our website at: **[www.networkroi.co.uk](http://www.networkroi.co.uk)**