Network ROI
Together, we get IT

Signature Group
Ensuring Quick Turnaround Times For IT Support

"My relationship with Network ROI is very positive. They always respond quickly and generally, I can get any issues I have resolved within the day."

Kenny Yule
Procurement Manager
Signature Group

Client: Signature Group
Industry: Hospitality
Location: Throughout Scotland
Users: 650 Employees

Background

Signature Group, also known as Signature Pubs are a leading Scottish hospitality group made up of over 20 bars, restaurants, hotels, nightclubs and a brewery.

Signature has been operating for over 20 years and has gone from strength to strength, they have over 650 staff members and venues in Edinburgh, Glasgow, Aberdeen, Bridge of Allan and St. Andrews.

Signature prides itself on being a Scottish Hospitality company, serving happiness with everything they do. This means ensuring that their customers have a great time, and staff have a great time whilst they do it.

Network ROI has been working with Signature Group for one year, working on managing their IT services.

Challenges

Previously, Signature worked with another Managed Service Provider. Although effective, the customer service and timeline for tickets to be actioned was a major challenge, This caused many issues including:

- Decreased productivity
- Delays - causing issues within the venues
- Compliance risks
- Disatisfaction from Signature Group
- Security vulnerabilities
- Strained relationships

Overall, this led to an inadequate level of support regarding their IT needs and requirements.

Solutions

Network ROI has provided Signature Group with a Microsoft 365 package, which includes a range of productivity and collaboration tools, cloud services and security features.

They also receive technical support, maintenance and monitoring for their IT needs.

Since Signature moved to Network ROI, they have found that the turnaround times for logged tickets have been more efficient than they were previously. This has ensured that their business can operate smoothly without any delays in their operations.

Kenny Yule, Procurement Manager from Signature Group states: "My relationship with Network ROI is very positive. They always respond quickly and generally, I can get any issues I have resolved within the day."

The hospitality sector is extremely busy, so it's important for Network ROI to ensure that we can turnaround tickets for the company quickly. Kenny added "We now spend less time chasing tickets, which gives me more time to look at other priorities within the business."

Signature have found our services reliable and trustworthy, providing consistent and high-quality serivces to ensure the smooth functioning of their IT infrastructure. Moreover, they value our fast responsiveness to logged tickets, ensuring that problems are solved quickly and effectively.

Overall Outcomes

- Previously, Signature found it difficult to get tickets actioned, causing delays within their IT infrastructure. Network ROI's responsiveness, has allowed for quick turnaround times to ensure smooth operations within the business.

- Kenny Yule, Procurement Manager from Signature Group states "My relationship with Network ROI is very positive. They always respond quickly and generally, I can get any issues I have resolved within the day."

- Network ROI continues to help Signature with all of their IT needs and has overcome the challenges the hospitality group has 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

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