

Case Study: Stage Engage

IT for a Sound, Lighting and Stage Management Company

Stage Engage specialise in providing professional sound, lighting, staging and audio/visual services alongside equipment hire and technical services. They rely on internet connectivity for telephony, responding to client hire needs and arranging logistics.

The Challenge

Stage Engage is a growing business. Like most small businesses it started up with the bare essentials but as they've grown, IT has been left behind. They decided to address IT proactively, knowing it was increasingly vital to them and turned to VPW for help.

Stage Engage had been suffering with reliability problems with broadband access for a long time – by nature of the business they need large amounts of space for storage and warehousing, so a more rural location made sense. Unfortunately Internet access regularly let them down.

Stage Engage turned to the team at VPW for help. Today Stage Engage enjoy both reliable broadband access – and thanks to having Fibre services from VPW, really fast Internet access too alongside Cloud Hosted E-Mail.



Key Benefits:

- ✔ Reliable Internet Access services make it easier for Stage Engage to respond, win business and keep things moving
- ✔ Web Hosting services help them promote themselves, market to new customers and be found in a competitive marketplace
- ✔ Cloud Based E-Mail makes it easier to access out in the field, and removes the headache of backups and server management
- ✔ With no servers to maintain and no complex IT infrastructure to manage, they can focus on creating outstanding events instead



We had countless problems with our phone line and broadband. Constant dropouts, line noise and countless engineer visits were some of the things we came to accept as being the norm. We switched to VPW, the problems were dealt with quickly and efficiently. We now have a reliable phone and broadband service to our office, backed up with good customer support when required

CHRISTIAN ABLETT, DIRECTOR, STAGE ENGAGE



How does the VPW Product portfolio help Stage Engage?

Stage Engage take a range of IT Services from VPW that enable them to be more productive. Here's what they do:

Web Hosting

Stage Engage isn't like your typical hire company. They like to list pricing in a clear way, up-front and on the web site. This means you can create your perfect hire package instantly, and easily see what it will cost letting you choose the options to suit your budget. Having quality web hosting from VPW makes it possible for them to provide these services – pretty unique in the industry. As they've developed needs, they've moved between the Windows and Linux platforms since VPW offer multi-platform services.



E-Mail Services

Like most typical small businesses, e-mail is an essential tool. For Stage Engage it's vital – they arrange logistics, book hires and communicate with customers using e-mail, so making sure they can depend on the service 24/7/365 is important. They'd tried doing it themselves "in the office" but realised it just wasn't going to serve them well. Using the VPW *Agility Mail* service they now enjoy all of the benefits of cloud e-mail and have reliable, access anywhere service – enabling them to communicate while out in the field (sometimes literally in a field!). As you'd expect, they haven't got to worry about backups either – it's part of *Agility Mail*.



Connectivity

For Stage Engage this is where the relationship with VPW started. Fed up with unreliable phone lines, really poor broadband speeds and finding it was easier to drive somewhere else than collect an email in the office, something had to change. Unlike larger, faceless companies, VPW took the time to understand the problem, ensure key suppliers looked at the underlying faults rather than blaming the issue on the customers equipment and got to the root cause enabling reliable broadband.



More recently Stage Engage have been able to upgrade to Fibre Based broadband services from VPW – so now they don't just have a reliable connection, they have a fast one despite having offices outside the city. It enables them to send/receive large files more easily, take advantage of cloud technology and makes the existing VOIP phone setup more robust.

Having both phone line rental and broadband from VPW makes life easier for Stage Engage – a single point of billing, plus integrated support should a line issue cause broadband problems there's no shifting of responsibility. It is down to VPW to help, and a problem for VPW to solve – just the way Stage Engage and the team at VPW prefer it!

In the future Stage Engage are looking to take Pre-Paid IT Services and develop the existing relationship further having found a trusted local partner for IT Services.