

SUPERFAST FIBRE BROADBAND DELIVERING A FIRST CLASS CUSTOMER EXPERIENCE

THE BACKGROUND

Mail Boxes Etc. is a worldwide franchiser of retail parcel delivery, courier and postal services, which serves more than 150 UK high street locations and 1,500 worldwide. The business also offers business card and leaflet printing services, fast digital copy services, mailbox rental and virtual office packages.

Since establishment, the organisation's London Bridge and Waterloo stores' communications services - telephone systems, lines and calls packages and internet connections - have been provided by Daisy, due to the provider being listed on the franchisees' preferred supplier list.

THE CHALLENGE

Due to the nature of the services it provides for its customers, Mail Boxes Etc. is under constant pressure to ensure all orders are processed for shipping as quickly as possible. The business also prides itself on delivering superfast turnarounds, working with partners such as FedEx, UPS, DHL, TNT, Royal Mail and Parcelforce Worldwide, so handling shipments and ensuring parcels arrive safely and on time is a priority.

However, an increasing volume of business coming into the Waterloo shop was adding strain on the existing ADSL broadband. This meant speeds were slowly declining and this was having an impact on productivity and overall operations. To meet its new requirements, the company required a faster internet connection that would enable employees to quickly access online records and print the postage labels.

① AT A GLANCE

Company: Mail Boxes Etc.

Industry: Retail

Sites: 2

Employees: 2-10

Objectives:

- Leverage fast internet connection to improve delivery turnarounds and access to online records in order to print the postage labels

Solutions:

- Connectivity

Products:

- Fibre broadband

Results:

- Improved internet reliability and increased speeds
- Improved staff productivity

THE SOLUTION

As a happy existing Daisy customer, the team at Mail Boxes Etc. challenged its account manager to find a solution to meet the company's growing needs.

Taking into consideration the business' requirements for improved internet reliability while keeping costs as low as possible, it was clear that the franchise would benefit from upgrading its ADSL broadband to a fibre broadband connection. The new high-speed solution would provide the upload and download speeds that it needs to cope with the rising volume of traffic.

THE RESULT

Since the upgrade to the high-performance fibre solution, the business has noticed improved internet reliability and increased speeds, which have helped boost staff productivity.

However, it wasn't just the solution that the team at Mail Boxes Etc. was happy with, they were also pleased with the overall service provided.

Bridget Maendl, Business Owner at Mail Boxes Etc., said: "We initially chose Daisy to provide our communications services because they were the most cost-effective option, and they continue to be so. Since upgrading to fibre broadband, we've not had a single problem with our internet connection.

"New businesses like ours don't want to have to front a lot of money and get tied down into lengthy contracts. Daisy worked with us to get us the best deal on the solutions we needed at the best price."

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Bridget Maendl, Business Owner at Mail Boxes Etc

NEXT STEPS

Contact Daisy today to discover more. Our team will be glad to help.

 **03300 299 267**  **smb.marketing@daisygroup.com**

Or if you're an existing customer, get in touch with your account manager directly.

we are daisy.
www.daisygroup.com