

ReliableTech

Your Monthly Source of *Trustworthy Tech Insights*

Hello! Thanks for joining us as we take a brief look at the latest news and insights from Reliable.

In this April edition of our Reliable Tech newsletter, we'll be exploring four of our fascinating recent case studies. So, if you've missed anything, don't panic – by the time you reach the end of this newsletter, you'll be all caught up!

Let's dive right in.

Clarins: Network Refresh & Connectivity Upgrade

We recently completed a successful network refresh & connectivity upgrade for Clarins UK to help them keep pace with ever-increasing demands. This is a problem many retail businesses are facing today, with traditional legacy systems simply not having what it takes to meet modern needs. This can result in slow transactions, testing shopper patience and impacting the customer experience. Our solution was to upgrade Clarins' connectivity infrastructure for improved all-round performance.

Clarins: Sustainable Device Refresh

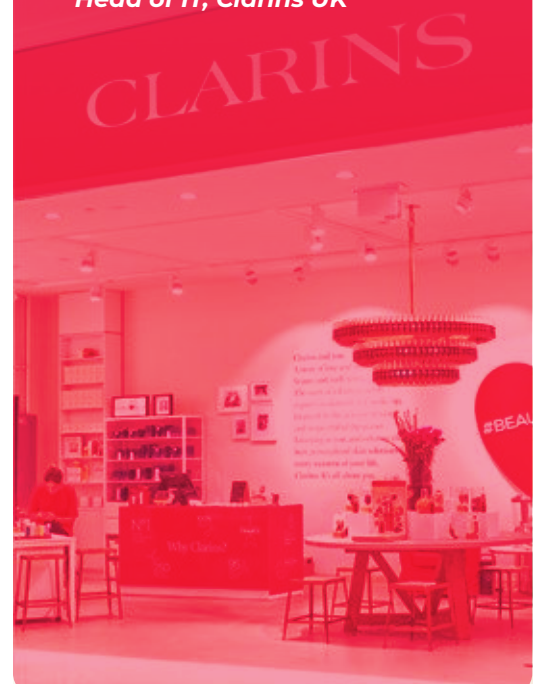
We carried out a sustainable device refresh for Clarins to help them stay true to their ESG framework. Right now, many organisations are at a crossroads: they're torn between choosing technologies that are right for the business, and options that are best for the planet. With our help, Clarins didn't have to make that decision. We supported them as they upgraded their devices to powerful and sustainable remanufactured laptops, empowering the workforce while minimising environmental impact.

In detail... We upgraded Clarins' devices to powerful, remanufactured laptops that offer the same performance as new ones but with a significantly lower environmental impact. These devices are cost-effective and come with warranties, ensuring reliability and longevity.

In the real world...
Our work with Clarins delivered real, measurable results. Opting for sustainable devices helped to save a whopping 9480kg of carbon that would have been used manufacturing brand-new hardware.

Reliable Networks have worked closely with us to put a roadmap in place which fits our technical and budgetary requirements. Their collaborative approach has been second to none. They provide proactive, effective IT support with a proficient account management team overseeing everything."

Head of IT, Clarins UK





Travellers Club: Digital Transformation

We carried out a full digital transformation project for the Travellers Club, providing them with an IT environment that was better suited to contemporary ways of working. This is something that many businesses and clubs – especially those steeped in tradition like the Travellers Club – require these days, as the way we operate continues to shift.

Challenges faced... Before the digital transformation project, the Travellers Club struggled with outdated systems that hindered productivity and collaboration.

With migration to a cloud-based environment... We helped boost productivity and collaboration while supporting both on-site and remote staff.

Did you know...?
Our work with the Travellers Club did more than just improve the way staff worked together. As well as strengthening digital security, the project helped lower IT maintenance costs by 20%!

Travellers Club: Proactive IT support

We developed a full IT support package for the Travellers Club. This ensured they were able to utilise their technology to the max, without adding any additional burden to the already busy team. Right now, as organisations implement more and more tech, many are finding that they just don't have the time and/or knowledge to really get the most from it. That's where we come in, taking care of everything behind the scenes, so that technology generates the very best front-of-house results.

Specific Examples... Our comprehensive IT support package allowed the Travellers Club to focus on their core activities without worrying about technical issues. For instance, we resolved a critical server issue within hours, preventing potential downtime and ensuring smooth operations.

Eager For More?

We'll be back next month with the latest edition of Reliable Tech..

Eager to learn more about how Reliable Networks can help your business? Visit our website for detailed case studies or contact us for a personalised consultation. We're here to support your tech needs!



Powerful quote of the month

"Reliable Networks really live up to their name. It doesn't matter if it is just a small fix or a major project affecting our whole business, they have always delivered. They are more partners than suppliers who have always demonstrated a commitment to see the job through to a satisfactory finish."

**Travellers Club,
Finance and HR Controller**



Top Tech Tips

Every month, we ask the Reliable team for their top tech tips to share with businesses.

- 1. Be proactive:** In a lot of cases, businesses wait until there's something wrong to try and find a solution. Instead, try to be proactive, anticipating changing needs to future-proof operations.
- 2. Focus on outcomes:** Don't start with tech; end with it. Think about what results you want your technology to have (e.g. faster retail transactions), and work backwards to find the best solution.
- 3. Consider 'unusual' solutions:** Sometimes, the best solutions are those that aren't immediately obvious. For example, opting for remanufactured devices helped Clarins find the right balance and deliver on their wider business goals.