

**CASE STUDY**

**Company**  
Channel & Mobile Solutions Ltd

**Website**  
Chansol.co.uk

**Customer's Business**  
Tracking software developers

# DeliveryPod Enterprise



**“Storm elevated managed hosting to a whole new level”**

**About Channel & Mobile Solutions Ltd**

The company provides mission critical Tracking Systems for Pathology, Patient Records, NHS Logistics Inbound Supplies at Hospitals as well as Mailrooms. Many of these items have to get through on time or the consequences can be severe (for example a cancelled operation or reputational damage).

**The challenge**

This was an unusual challenge for both Storm and Chansol. Many hosting providers present their service in exactly the same way, making it difficult to decipher who is best for a particular application. Chansol needed to ensure that the support staff could talk to them in ‘their language’, and go on to resolve the issue very quickly. A key point with Chansol’s tracking systems is somebody can find a critical item in just a few seconds from any PC, Laptop, Tablet or

The systems require 24/7/365 uptime as well as fast operation. This places great demands on a hosting partner. Should something go wrong, it needs to be resolved quickly without any gaps between the solution provided and the hosting company.

Smartphone. They needed someone to understand the specific challenges they had to solve, i.e. to support a complex SaaS product. They needed both hosting AND support to guarantee server AND system availability 24/7/365. As a SaaS provider if things go wrong, you cannot afford to wait until the next day to fix it. Chansol also needed someone to ‘speak their language’, which was a major consideration in choosing who to work with.

*“A user freindly ‘human’ approach”*

*“They are reliable and quick to respond. This has been proven over the years”*

*“We rely on Storm - 5 years and counting”*



## CASE STUDY

### The solution

Storm became part of Chansol's team, working closely with the customer and going on to become more than just somebody supplying servers - they became a part of the team.

By working closely with both developers and members of the support staff, Storm established a thorough understanding of what was needed by Chansol. This allowed Storm to not only support the general hosting of Chansol's servers, but to also support issues related to their custom software and keep applications running 24/7.

Working with Storm, on the rare occasions things do go wrong, out of hours down time now lasts minutes, rather than hours, (or even days). With their carefully created Custom Escalation Procedures, Storm ensure any unresolved issues don't linger and are addressed promptly, so Chansol's developers and support staff can relax, safe in the knowledge the system their clients depend on to run their own business, is safe, secure and fast.

### Reason for choosing Storm over other providers:

*"Quite simply, Storm are more than just somebody supplying servers, they add value to us as a business"*

### To find out more about our services, contact us:

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**W:** [www.storminternet.co.uk](http://www.storminternet.co.uk)

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**STORM**  
INTERNET

### The results:

Storm Internet 'bridge the developer gap' speaking their language.

They take on the responsibility of internal technical tasks.

Security and total reliability PLUS, Storm's unique 24/7/365 support service to pro-actively fix client software out of hours to keep Chansol online – without fail.

