STORM INTERNET

Cool Milk

"Storm's service is simple to use. We always have direct access"

About Cool Milk

Cool Milk is the UK's leading school milk supplier. Working in partnership with local authorities and early years groups, Cool Milk help supply free and subsidised school milk to children in pre-schools, nurseries and primary schools. With awards for oustanding customer service, Cool Milk are dedicated to making free and subsidised milk easier for nurseries, schools, parents and local authorities, and to promoting the health benefits and social opportunities that school and nursery milk has to offer.

The challenge

Providing clients online access to services is critical to Cool Milk's ability to deliver a hassle-free service. Their website and their server had to be totally reliable 100% of the time. Delivery therefore demanded someone with the time and expert knowledge to be on-hand, monitoring and able to act in the event of problems. Even if Michael and his colleagues had the necessary expertise, they did not work 24 hours, 7 days a week, 365 days of the year.

"We need a website that is up and running at all times, and Storm delivers"

The solution

This is what makes the service Storm Internet provides unique. They do the things most hosts don't do, and they do them better! Impressed by their prestigious track record, proving 6 times that great hosting isn't just about cutting-edge technology and a great sales pitch, it's about a fundamental desire to empower clients to be the best they can.

Cool Milk staff don't work 24/7, but our software does, so if something needs to be done out of hours Storm are great because they go further than other suppliers using Storm's Customer Escalation Procedure, (CEP).

Custom Escalation Procedures (CEP) eliminate that tired 3AM wake-up call. Through CEP the client provides Storm with specific instructions to follow at specific times, or when a specific network or server event occurs. Peace of mind that the website will be up and running at all times.

The results:

The benefits were obvious. System outages last just a few minutes rather than hours, making Michael's life easier. Storm carried out the work he would rather not do.

Reason for choosing Storm over other providers:

"We don't have to worry about the hardware, which is the main thing"

"They go the extra mile - carrying out tasks previous covered by a developer"

To find out more about our services, contact us:

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