

CASE STUDY

Company
Elizabeth Shaw Confectionary

Website
www.elizabethshaw.co.uk

Customer's Business
Retail, confectionary



Storm gave us confidence they could provide solutions to our problems

About Elizabeth Shaw

Elizabeth Shaw doesn't just make chocolates and biscuits. Beautifully crafted chocolates and biscuits with a luxurious twist took the brand from a modest kitchen to factories equipped with gleaming production lines. Today they create chocolates and confectionaries which are sold around the world, requiring reliable hosting as smooth as their chocolates, as personal as the Elizabeth Shaw experience.

The challenge

Sometimes things don't go as planned, and you need a little help. What would you do if your host outsourced their support? What if slow and unreliable response times meant damaged revenue streams and melting customer relationships? Keen to avoid these pitfalls, Elizabeth Shaw started looking for a dynamic hosting company with a "can do!" attitude and an old school approach to customer relationships. On the technical side, they needed

a big boost in speed, more security, and most importantly, peace of mind should disaster strike. They were looking for a trusted hosting supplier who could provide them with the complete package and a little extra on top – all at a good price.

"They have a 'can do' attitude"



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The solution

We presented Elizabeth Shaw with a dedicated server solution designed around the Three Storm Guarantees – continuity, security, and disaster recovery. Added to the mix is a dedicated account manager, and a hearty helping of familiar 24/7/365 Oxfordshire-based support.

1. Proactive Monitoring

Reliable website access is a crucial part of the Elizabeth Shaw experience. Storm's 24/7/365 proactive monitoring keeps tabs on everything from server health to website health, with a team of expert engineers ready to identify and resolve issues before they become problematic.

2. Fully-managed Backups

Ready-for-anything disaster recovery means daily, weekly, and monthly encrypted backups that can be restored in a few clicks. No mess, no fuss – just sweet, sweet chocolates and biscuits, online 24/7.

3. Data Security

Storm's award-winning Security Centre simplifies compliance and online security. During the course of the (free) migration to Storm, the entire site was fully secured and is now 100% GDPR and ICO compliant.

The results:

- ✓ Direct account manager on the end of the phone
- ✓ Vastly improved web site and content security
- ✓ Fully managed backups
- ✓ An "always on, always available" web site

Reason for choosing Storm over other providers:

"We had several issues with previous hosting providers including their communication, support and performance. With Storm Internet any issues have been resolved immediately and the support system is really easy to use"

To find out more about our services, contact us:

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STORM
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