

Arlington Enterprises gets star treatment from Wavex

Wavex provides flexible managed services to
TV presenter management company

→ About Arlington Enterprises

Arlington Enterprises was founded in 1975 to provide management for actors and television presenters. Since then, the company has gone on to specialise in television presenter management only and represents newscasters, business television presenters, gardeners and interior designers. Famous name clients include Kirsty Allsopp, Alan Titchmarsh, Quentin Wilson and Charlie Dimmock.

Arlington's main customers are the BBC, Sky, ITN, Granada and major independent production companies. Whilst Arlington itself is relatively small, the reputations of those represented are big and, with impatient TV and production companies to deal with, Arlington relies heavily on efficient communication and access to data on its presenters.

→ Disillusioned

The company had become disillusioned with its existing IT set-up, as Suzanne Goddard, Arlington's Office Administrator, explained: "We had an IT advisor who was nominally available to us, but we could never get hold of him. He was involved with a much bigger client and we were considered too 'small fry' to him."

As a result the IT advice the company was receiving was fairly ad hoc in nature and the service was almost non-existent. Both of these factors contributed to Arlington looking elsewhere for IT support.

Suzanne continued: "Our IT system wasn't running properly because it was very out of date. The nature of our business is such that we can't have any of our agents without their PCs for more than half an hour. We rely heavily on email and we can't afford to wait for a day or more for problems to be fixed."

→ Wavex provides the solution

The company turned to Wavex as its new outsourced IT services provider. The managed services provided by Wavex include its proprietary tools, NETi[™] for remote support and communication and MonX[™] for remote server monitoring. This combination enables Wavex to resolve more than 80% of issues in less than 15 minutes. When a problem can't be solved remotely online, a Wavex engineer is available onsite to sort it out.

Suzanne said: "Wavex's engineers are great and very patient with non-technical people like me. The service is excellent, the advice is always helpful and the support team is extremely patient and thorough. It's the little things that add up - for example, a Wavex engineer always calls to make sure everything is working smoothly, rather than waiting for us to complain if it isn't. We're very happy with the service Wavex provides."

She concluded: "Wavex is different in that the company doesn't try to sell us new packages or equipment, whereas other companies would. Wavex suggests items that we should have but is happy for us to source them ourselves and then install them if we want. They're very flexible."