



365 Global Tickets Limited Case Study

Introduction

Headquartered in Jersey, online attraction and activities ticket provider 365 Global Tickets Limited relies upon cutting-edge technology to offer the best priced attraction tickets to a growing global customer base. 2016 year to date over 1100 products have been sold from 20 fully localised websites.

A pioneer of the 'print-and-go' ticketing system over the last two decades, 365 Global Tickets Limited today offers gate-price (or below) access to thousands of venues, attractions and events in the UK, Europe, North America, Asia, Australasia and South America.



365Tickets

Website

www.365tickets.com

Business Challenge

The Jersey office and headquarters of 365Tickets, is home to 25 staff including three developers who maintain constant communication with Licenced Partners around the world and deliver 24/7 online customer access to the ticketing distribution. Both elements of the business model are dependent upon reliable and fast internet access.

To future-proof its business, 365Tickets recognised the benefits of JT Fibre's next generation broadband. Key areas of the business that would benefit were identified as being:

- The delivery of a reliable online, multilingual 'live chat' functionality for customers
- The ability to communicate with global partners in real-time using technologies such as Google Hangout, Ring Central, Skype and other communication tools, Glip and Trello
- To support merchants in different territories with localised payment platforms

JT Solutions

JT's superfast broadband connectivity comes with opportunities to reduce costs, build resiliency and help businesses to stay ahead of rapidly advancing technology trends, such as the need to manage increasingly large volumes of data, dynamic currency exchange and digital organisational tool.

Furthermore, JT Fibre for business provides internet integrity, safeguarded by a range of world class Cisco routers.

Recognising the benefits that JT Fibre for business offered, Operations Director Tim De Gruchy was keen to get connected and approached JT to install fibre to the offices of 365Tickets. He said:

“Fibre offers the reliability and resilience to support our communication needs. The new JT Fibre network was recognised as a game changer. Having made contact with JT my request was actioned immediately and within three weeks a pre-survey had been carried out and the installation had been completed. The experience working with JT was a complete pleasure, it was professional and seamless.”

Customer Endorsement

“JT understood our requirements to get the job done while keeping lines of communication open, every step of the way they demonstrated a good knowledge and carried out the work very professionally. JT Fibre has meant we have renewed confidence in our internet connectivity meaning we are able to embrace new technologies that will improve our business processes. Since being connected we now manage around 2000 ‘live chats’ per month, hold real face-to-face time conversations with our Licence Partners as far away as USA, Bangladesh and Australia with no service disruption. We’re able to concentrate on building our business organically in the knowledge that our communications are secure and reliable.”

Tim De Gruchy, Operations Director, 365 Global Tickets Limited.

Contact details

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