



Resolution IT Case Study

Introduction

Resolution IT is a leading Guernsey based specialist provider of innovative IT solutions, support and managed services. Established in 2007 by Joint Managing Directors, Olly Duquemin and Steve Brehaut, the company has since grown to 20 employees, who provide outsourced IT solutions to support local SMEs with domestic and global IT requirements.



Resolution IT specialises in cutting edge technologies and IT innovation for a continually growing client base spanning across industries including; financial services, insurance, hospitality, aviation, real estate, recruitment, education, professional services, medical and public services. Partnering with the world's best hardware and software providers, Resolution IT has become renowned for innovative IT solutions giving clients the competitive edge.

Website

www.resolution-it.co.uk



Business Challenge

With a growing team of consultants serving a client base across the Bailiwick, Resolution IT carried out a review of its existing mobile contract to ensure that it continued to meet the changing demands of its workforce.

With its team of consultants working on-site at client premises for much of the working week, Resolution IT recognised the need for reliable mobile coverage to ensure they remain connected and could work as effectively from any location. In addition, Resolution IT was conscious that its mobile provider needed to deliver the very best mobile tariffs to suit increased usage, and roaming solutions to support additional travel requirements of its team developing the business interests outside the Channel Islands.

JT's Solution

Building on an existing relationship with JT, Resolution IT made the decision to move its mobile contracts to the JT My Mobile Business Plan. JT provides Resolution IT with a bespoke cost efficient mobile solution that meets their need for higher data usage and text allowance both off-island and on-island, when using JT's superfast 4G network.

Customer Endorsement



Co-Founder and joint Managing Director of Resolution IT, Olly Duquemin explained how moving to JT's mobile network has benefited the business in a number of ways.

“The move to JT for our business mobile contract has enabled us to better manage our mobile costs which had been escalating due to continued growth of our business and also the increased need for mobile connectivity among our team of consultants.

Secondary to costs was the need for reliable mobile coverage around the Island, and after some testing JT's network proved to offer the reliability of coverage we were after. Our team needs to work from client premises around Guernsey so this was essential. We have been really impressed with the speed, reliability and coverage of JT's network which is enabling our team to stay connected and conduct their work from wherever they are.

“We have continued to experience excellent customer service from JT's team, account queries are always dealt with professionally and swiftly and knowing they're there 24/7 is reassuring. We already recommend JT to our customers for communication support and now endorse JT for its excellent mobile connectivity.”

Contact details

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