

Case Study.

HOST EUROPE GROUP

Host Europe Group is renowned for providing high quality hosting products with comprehensive technical support to over 1.7 million customers globally.

As the biggest domain registrar in the UK, holding brands such as 123-reg, Heart Internet and Webfusion, Host Europe Group is the largest virtualization provider in Europe, and the leading hosting provider for consumers and businesses.

The Problem

Host Europe Group has a large ShoreTel network across multiple sites and unfortunately they were not looked after by their existing ShoreTel maintainer. After experiencing poor service and a lack of response both from a sales and technical point of

view Host Europe Group looked to change their Maintenance provider.

The M12 Solution

M12 Solutions' dedicated, in-house engineers are certified to install, upgrade and maintain ShoreTel phone systems. With many years experience offering a high standard of ShoreTel maintenance M12 can offer Host Europe Group the expert support levels that a business of their size requires.

Host Europe Group will also benefit from the use of 'Keep 21', a cloud based customer portal, exclusive to M12 customers. The advanced portal will allow Host Europe Group to have complete visibility of the products and services that M12 support, giving them



the ability to communicate queries/issues effectively, which in turn will help Host Europe Group manage their business communications much more efficiently.

The Result

No matter how great the support need, M12 Solutions are there to support and maintain Host Europe Group's ShoreTel system with:

- ✓ An award-winning service
- ✓ Remote diagnostics and support
- ✓ Software upgrades
- ✓ Bespoke support & advice
- ✓ Minor configuration
- ✓ Out of warranty repairs and replacements for hardware issues
- ✓ Expert consultancy services
- ✓ On-site visit and hardware replacement where the issues experienced cannot be resolved remotely

'We are confident that we'll provide Host Europe Group with an exemplary level of the support for their ShoreTel phone system. We have a team of extremely experienced engineers who can solve minor problems remotely within a matter of minutes. We look forward to working with Host Europe and are proud to help the business communications to run more efficiently.' James Moores, Business Development Manager.



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