

## NetSupport Disaster Recovery - Testimonials

### Client: Frontline

**Frontline** is the result of a magazine distribution joint venture between BBC, Haymarket and EMAP. Frontline has consolidated its position as the UK's leading distribution company achieving "category" captaincy in a number of major retails. Frontline are responsible for maximising the sales of all it partners' magazines by providing critical link between publishers and retailers.

"Frontline sells and distributes over 160 of our Partners' magazine titles, including 54 of the top 200 best selling titles in the UK (source: ABC). Our magazines sell nearly 8 million copies every week through over 55,000 shops ranging from the smallest corner store to the biggest hypermarket. This makes us the biggest magazine distributor in the UK

During the autumn of 2006 Frontline was looking for an infrastructure partner who could provide a business continuity environment locally with high availability and resilient. Several factors influenced the decision which supplier was offering the best solution for Frontline.

Key among these was the ability of the supplier to provide first class office facilities together with highly resilient underlying infrastructure, communication links, service levels and support. These factors needed to be backed up with proof of a strong track record in the provision of DR Service.

We are very pleased with the service provided by NetSupport and all of the tests performed over the last two years have been outstandingly successful. What we did achieve though was an affirmation of our original decision to take a Disaster Recovery contract with NetSupport and proved that the invocation process and service delivery behind it is capable of delivering exactly what we need when we need it. That gives us real reassurance as we develop our systems and the services and dependence on IT within the business, that whatever happens, we have knowledgeable and capable people at NetSupport providing that DR safety net for us."

**Jaswinder Singh**  
**Production Manager**  
**Frontline**

