

NetSupport Disaster Recovery - Testimonials

Client: Indesit

Indesit Company UK are the market leaders for large domestic appliances such as washing machines, refrigerators, dishwashers, cookers (electric and gas) and tumble dryers. We own the major brands of Indesit, Hotpoint, Canon, Creda and Ariston.

Indesit Company have been a Business Continuity partner with NetSupport since 2004. Indesit have invested in a Continuity Plan to provide an alternative base for the UK call centre in the event of electrical failure, fire, telephone switch failure, industrial action, damaged service cables, IT comms failure or a local BT exchange failure.

“NetSupport works together with us to provide a robust and secure disaster recovery infrastructure for our call centre at our site in Peterborough.

Our call centre is the largest white goods after-sales service operation in Europe, employing over 1000 people which makes the excellent support we have from NetSupport vital to the success of our business in the UK.”

We looked at a number of suppliers for our business continuity requirements for our busy contact centre in Peterborough, and after a lot of research we found that NetSupport was the only company who could deliver the required functionality in the Greater Peterborough area.”

We were impressed by their processes, methodology, facilities and their commitment to delivering requirements within agreed timescales. We are very happy with their support and service and look forward to continuation of a long working relationship.”

Steve Jackson
Information Technology Director
Indesit

