



**Square One**  
**.Network**

**CUSTOMER SUCCESS STORY**

## Delivering Enhanced Connectivity and Customer Service for IT Support and Managed Services Provider Solsoft

### Client Background

Solsoft is a well-established provider of IT support and managed services, specialising in Next Generation Technology Strategy and Support for SMEs (Small Medium Enterprises) and NFPs (Not For Profit organisations) across the UK and beyond. With a focus on delivering comprehensive technology solutions, Solsoft offers expertise in aligning technology with business objectives and providing ongoing support to optimise organisational performance.

### Technology Challenges

Solsoft encountered significant challenges related to network reliability and the absence of failover services, impacting their ability to deliver seamless connectivity solutions to their clients. Engagements with previous technology providers had proved less than ideal, with challenges in getting information and updates on the progress of projects.

Recognising the need for a reliable and efficient connectivity platform, Solsoft sought out a strategic partner to enhance their service offerings both internally and to their clients.

### The Relationship

Dominic Lewis, Technology Alignment Manager at Solsoft, highlighted the decision to partner with Square One Network based on several key factors. He praised the professionalism, proactive approach, and quick response times exhibited by the Square One Network team, emphasising the importance of efficient quoting processes in maintaining momentum with client engagements.

**“** *It's refreshing to deal with one person that knows our account.*

**Dominic Lewis,**  
Technology Alignment Manager, Solsoft



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## Square One Network Services

The Square One Network services provided to Solsoft's customers include; managed leased lines and back-up solutions, Broadband, Fibre to the Cabinet (FTTC) and SoGEA Broadband (General Ethernet Access). These services have been deployed in a variety of sites all over the UK for care homes and charities.

### The Experience

Working closely with Square One, Solsoft has benefited from streamlined implementations and resolution of issues with third-party vendors, ensuring smooth connectivity experiences for their clients.

The integration of connectivity support within Solsoft's service portfolio, managed discreetly by Square One, has provided clients with a single point of contact and simplified account management.

Dominic Lewis expressed appreciation for the personalised attention and expertise offered by Square One, describing the experience as refreshing and conducive to efficient client servicing.

### Outcome

Through their partnership with Square One Network, Solsoft has successfully addressed their connectivity challenges and enhanced their ability to deliver reliable and robust technology solutions to their clients.

The collaborative approach and seamless integration of services enabled Solsoft to streamline operations, strengthen client relationships, and position themselves as a trusted provider of comprehensive IT support and managed services.

“ *These services have been deployed in a variety of sites all over the UK including care homes and charities* ”

**Dominic Lewis,**  
Technology Alignment Manager, Solsoft

