

# OUTSOURCED IT SERVICES SUCCESS STORY

How we helped a leading travel insurance firm overcome their IT Outsourcing challenges and accelerate business growth with a fully Managed IT Support Service



Mayday Assistance is a 24/7/365 medical emergency assistance help-point for travellers with travel and/or private health insurance in need of help and advice about medical or related matters.

Now in its 11th year, with their in-house medical doctors, nurses and specialised paramedics, Mayday prides themselves in providing best-in-class specialist travel emergency services in a cost-effective manner.

Mayday was growing rapidly, nearly double its size and turnover since last year. It soon realised that the existing IT system and infrastructure were not sufficient to keep pace with its growth. They were starting to search for a flexible IT partner who would react quickly and have the capacity to adapt and scale its service to support Mayday's business operations. They were recommended to Urban Network, the award winning Outsourced IT Solution Provider.

## Mayday Assistance

### Customer at a Glance

Mayday Assistance

#### Industry

Insurance

#### Size

50 users

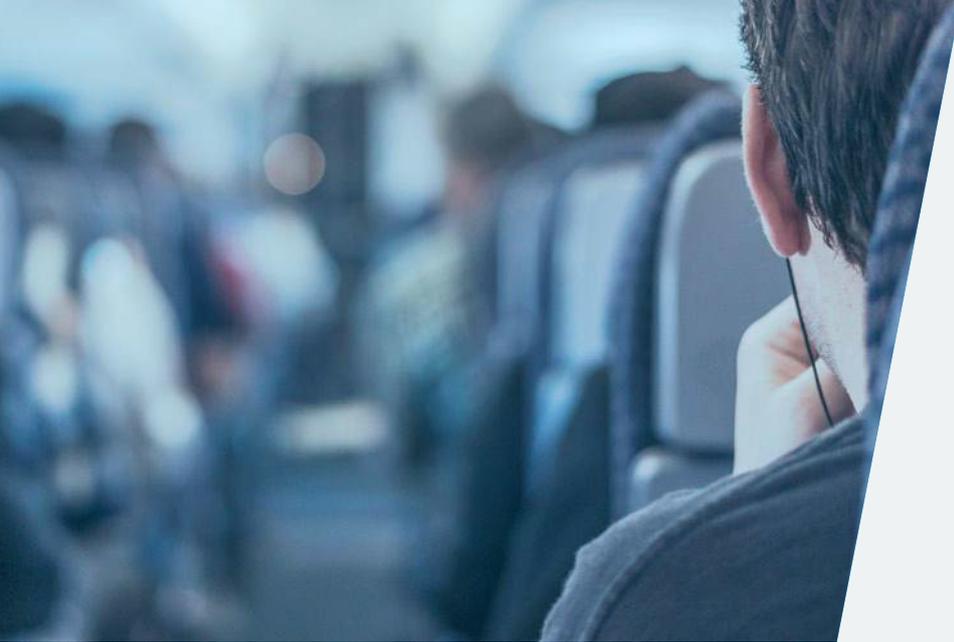
#### Website

[www.maydayassistance.com](http://www.maydayassistance.com)

### Urban Network Customer

Since 2017





It soon became clear to the management team and staff that, to support our rapid growth, we need to find an IT partner who are able to meet a quick changing business environment with proactive approach in monitoring our system to prevent any issue before it occurs.

- Lord Craig Huffer  
Director, Mayday Assistance



## Business Challenges

The on-boarding process started with the Urban Network team assessing Mayday's current IT environment and performing a GAP analysis of the entire organisation. The resulting report gives an exact status of the infrastructure in place, the strengths and weaknesses within it.

The strategy of exploring Mayday's IT infrastructure is invaluable in assessing if the current business tools and process are fit for purpose and have the capacity to allow growth and profitability for the future.

■ **IT Support** – Mayday's previous IT partner had been providing services to the business for the past few years, unfortunately in recent months there was a decline in service level and an increase ticket requests with limited support. The company were looking for a provider who could deliver swift responses, and support the resident IT team responsible for providing the admin and maintenance of the IT infrastructure, as well as day-to-day first line support for all the staff during office hours. In addition, Mayday required support 24x7x365 to match their own operating hours.

■ **Backup & Business Continuity** – Due to the always available needs of the business, downtime would have a massive negative impact on the lives of the businesses customers. As a result, it is essential that the access to Mayday services is uninterrupted, hence the need of robust backup and disaster recovery solutions to ensure the business continuity plan could be carried out efficiently.

■ **Security & Compliance** – As a business in a highly-regulated industry, Mayday need to protect their client data with an enterprise-level solution that not only meets the most challenging compliance policy but also delivers high levels of protection from modern cyber threats and breaches.

## Solutions

Urban Network proposed a fully “Managed Services” solution which offers a multi-layered approach to service, delivering a 24/7 Helpdesk facility for a single point of contact for any support request, a Technical Back-office team actively monitoring and remediating any alerts that may arise, and a Professional Services team for all onsite needs. All requests or alerts are managed end-to-end, including third-party management through to resolution and within defined service levels. This ownership of incidents allows Mayday to concentrate on developing their own business rather than having to worry about maintaining IT systems.

To ensure the best on-boarding experience possible, Urban Network provided Mayday with a detailed checklist and agreed time frame that covered all essential actions until the go-live date. Regular meetings were scheduled with on-boarding engineers, account managers and Mayday’s leadership team.

The entire boarding project took just one month to complete.

“The on-boarding process was easy and straightforward with minimum impact on day-to-day operations. With the help of Urban Network, we are experiencing faster and reliable IT services.”

- Lord Craig Huffer  
Director  
Mayday Assistance





“Urban Network provides ongoing strategic advice on our IT. We meet every quarter and the team ensures we are up to date and using the most effective technology for our business”

## Business Results

The improved efficiency throughout the business is a key result for Mayday Assistance. The IT support is now proactive rather than reactive thanks to 24x7x365 monitoring & alerting and unlimited remote telephone and email support.

Mayday is now able to rely on:

- Business Intelligence on all aspects of the IT environment
- Combination of ‘best of breed’ vendors delivering Enterprise security, fully managed to the endpoint Web with web browsing control
- Increase business efficiency by aligning IT to business objectives
- Automation of major software vendor security updates to ensure compliance where needed
- Access to IT expertise and the advantages of the latest technologies on-demand
- Regular IT reviews and consultation

With the delivery of stabilised IT, Urban Network are now able to work with Mayday’s leadership team looking to the future of the organisation’s information systems, discussing how to strengthen their IT security further by reviewing their business processes, providing cyber training to their staff and together with Urban Network considering their information risks.

Our flexible Managed Services Agreement offers every element of IT Support your business need including Unlimited Remote IT Support, 24x7 proactive monitoring and alerting with a clear and defined IT strategy for a fixed monthly fee. We place great emphasis on providing a fast and accurate response to all our clients by keeping quality at the heart of our services.

To find out more about Urban Network Managed Services visit  
[www.urbannetwork.co.uk/managed-services](http://www.urbannetwork.co.uk/managed-services)



Urban Network is an award-winning Outsourced IT Solutions Provider founded in 2002.

We provide a trusted, competitive and impartial service to every valued customer throughout Greater London and Essex. With a comprehensive portfolio of managed cloud and on premise services and a team of talented IT professionals, Urban Network can deliver a complete IT solution to your business.

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