

# The Workplace Depot

## Challenge

The Workplace Depot, a leading supplier office equipment, has been incredibly busy building an e-commerce platform to improve its online presence. With an ongoing effort to adopt new features and enhance both the accessibility and usability of the e-commerce website, they simply could not afford to be without a high speed broadband connection. It was imperative for the implementation of a live chat service that Workplace Depot had a connection they could rely on. They needed a supplier that they could depend on to provide a quick and easy transition so as not to impede day to day operations. They also required a supplier that would be able to provide round the clock support to quickly resolve any technical problems that may develop.

## Solution

Exponential-e delivered a service to The Workplace Depot that met all their needs and expectations. The primary service requirement was a fast internet service, and we provided The Workplace Depot with our low latency, secure 100Mb fibre optic Internet line. We also worked with the company to ensure that the project was managed from beginning to end, with 24 / 7 x 365 support available at every step of the installation and post implementation.



## THE WORKPLACE DEPOT

The Workplace Depot is an office equipment supplier with locations across the UK. Stocking a variety of products across multiple product ranges, the company has always primarily been catalogue based. However in recent years they have focused on improving their online presence and have worked to develop their e-commerce platform.

## BENEFITS

With the implementation of this new service, The Workplace Depot is now able to provide a better service to their customers as the 100gigE Connection enables faster response times. The reliability of the service also ensures that their Workplace Depot can provide greater customer service levels, even at peak times when there is high volume user participation for their live chat feature. In-house staff can now upload products to their e-commerce platform at a much faster rate and communication and productivity between staff has been improved due to their high performance hosted platform.

## FEATURES

- Fast 100Mb fibre optic Internet Connection.
- Project management throughout the entirety of installation.
- 24 / 7 x 365 support before, during and after installation.

## DON'T JUST TAKE OUR WORD FOR IT

"You wouldn't believe what a morale booster this is to our web team."

Charlie Phair, **The Workplace Depot.**

