

## case study

# Ambassador Executive Chauffeur Services



*“Vodat’s powerful proposition has transformed the way we work.”*

### Background

Founded in 1992, Ambassador offer a premier chauffeur service for executives and VIPs. Operating from their headquarters in Farnborough, the company has grown considerably over the last few years.

Their impressive list of passengers includes royalty, foreign dignitaries, celebrities and blue-chip clients such as BAE Systems, BT Syntegra, Linde Cryoplants and Lex Transfleet.

They focus on providing a professional yet cost efficient service that maintains flexibility and a personal touch.

### Challenge

Ambassador’s IT infrastructure grew organically in parallel with the company, largely by bolting on new elements on as and when needed. The resulting network was a fragmented mix of old and new that demanded regular maintenance to keep everything working effectively.

During a recent move to new offices, Ambassador decided to upgrade their whole IT and telephony infrastructure.

One of the company’s key requirements was for a complete turnkey solution.

### Solution

Vodat proposed a streamlined and fully managed telephony / IT system, able to support the continued growth of Ambassador’s business.

As soon as the new office was made available, CAT5 cabling and an IP network were installed. This supports all communications services - telephone, data and broadband. Vodat also supplied and installed all the computing hardware, including servers, PCs and printers.

### Result

The transition from old to new network was project managed by Vodat, ensuring a smooth transition of data and the successful transfer of all customer records.

*“Our partnership with Vodat has been very successful. It enabled us to improve customer service and focus our resources more efficiently.”*

Ambassador now enjoy high-speed access to the internet with integrated firewall and content management. Email is hosted on Vodat’s system and safeguarded by comprehensive virus protection.

The telephony service includes a mix of powerful call handling features and advanced voice messaging to ensure that customers are always answered, whatever time they call.

The service is fully supported from Vodat’s Operations Centre.

Therese McCloy-Glenholme, Managing Director, Ambassador reflects “We were delighted with Vodat’s attention to detail, both before and after our move - they made the whole process pain free.

They have one point of contact for everything - phones, internet, servers, voice mail and email - so the staff in the office get much less hassle, and have more time to look after customers.”

For further information call us now on 0870 837 0380 or visit [www.vodat.co.uk](http://www.vodat.co.uk)