



## First Contact turns to Zen for unparalleled service and support.

### About First Contact

#### Project Overview

##### Customer Requirement

- A reliable broadband connection, to enable a customer with reduced mobility to place online orders for weekly food purchases, rather than having to rely on taxis, or having to depend on others.

##### Solution

- First Contact migrated the customer's ADSL service to Zen

##### Customer Value

- The migration was straightforward, and within days the customer was enjoying a faster, more reliable connection.

##### Industry Focus

- First Contact specialises in providing first class IT support & solutions for Small to medium businesses in the Greater Manchester area. We also offer arrange of creative services such as web design, software development & brand creation.

If you want rock solid, dependable broadband, with the absolute best in customer and technical support, then you can't beat Zen Internet.

Jeremy Ross,  
First Contact

### The Challenge

As a family run business First Contact adheres to the principles of good service at a fair price. When one of their clients, a 90-year old lady who depends on her broadband connection to place her weekly food orders, contacted the Technical Support team to report a problem with her broadband line, the team immediately began an investigation into what was causing the problem.

The connection was not with Zen Internet, First Contact's provider of choice, but was with one of the UK's largest ISPs.

After ruling out any hardware faults, the team at First Contact investigated further. Through this process, which took six weeks of proactively contacting the ISP in question to try to get some answers, they discovered that the ISP had attempted to upgrade the customer's broadband package without informing her first, as it was a legacy service that was scheduled to be discontinued. No one took ownership of the fault, and the problem kept getting bounced between departments without a resolution.



## The Solution

A Technical Advisor at First Contact suggested that migrating to Zen would be a better long term solution, rather than going around in circles with the current ISP, and the customer agreed to migrate her ADSL service to Zen. The current ISP continued to make the process difficult, suggesting that the broadband line did not exist, and thus were not able to provide the customer with a MAC code. There was a tag for broadband on the line, however, and with much help and advice from Zen's Customer Services team, First Contact managed to have the tag removed and arrange for the service to be migrated to Zen.

When the migration order was placed, the losing ISP then suggested that the customer had requested the original upgrade, and was thus tied into another long term contract which would prevent her from moving. First Contact persuaded them that this was not in fact the case, and the move order was then placed with Zen.

Within days, the customer was (and still is) enjoying a faster and more reliable broadband connection from Zen Internet.

“The best thing in dealing with Zen, on behalf of our clients, is that when there is a technical problem, they are there to help. They take ownership of the problem and don't let go until it is resolved, working in partnership to ensure that our clients receive unparalleled service.”

Jeremy Ross, First Contact

## The Benefits

First Contact's customer has her independence back, and First Contact have retained a very loyal customer.

The customer, in her nineties, continues to shop online for her weekly food purchases. Not only can she shop when it's convenient for her to do so, but the cost of the broadband line is significantly less than what she would have to pay if she had to rely on taxis to travel to the shops and back.

Working together to resolve the customer issue strengthened the partnership between Zen Internet and First Contact. Both companies pride themselves on their reputation for providing excellent customer service to all their customers, and the way Zen Internet handled the situation further supports First Contact's decision to Partner with Zen Internet for all their connectivity requirements.

## Zen Internet

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## Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

## What Zen Offer

Whether you want a fast, reliable Internet connection, want to build an online presence, or need a server to provide hosted applications, we can help. Our portfolio includes:

### Connectivity

- IP VPN
- Leased Lines & Ethernet
- Broadband
- VoIP
- Managed Firewalls

### Hosting

- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation

### Data Backup

