

**NODE4**

Empowering business to do more

# 11 Reasons to Return to Node4



A lot changes within a few years. It's likely your business is further along in its digital transformation journey, you're facing new challenges and how you confront them will determine your success in today's digital age.

If you're reconsidering your solutions or technology provider, you may be tempted to disregard a provider from the past. But it's important that you know – **we've changed too!**

In response to customer feedback, we've made huge investments to bring you **better service, cost-savings and more end-to-end IT infrastructure and services.**

Here's 11 reasons to return to Node4.



## 1. IT Solutions aligned to your strategy

To provide you with end-to-end IT infrastructure and services aligned to your business strategy, we've continued to build on our **solutions portfolio.**


With more businesses moving towards multicloud and cloud-first strategies, for example, we've introduced **Azure Service Tiles** to support you with your journey into public cloud.

## 2. Latest innovations

The right technical innovation can transform your business operations and help you engage new and existing customers. To bring the very best innovations to you, we continue to invest in R&D and work closely with industry-leading vendors. This year, we've partnered with Fortinet to bring a smarter connectivity solution to market – **Secure SD-WAN.**

## 3. Access to experts


Our pool of experts has grown rapidly over the last few years. We now have dedicated business units for your public cloud and database (N4Stack) and collaboration needs (N4Engage). You can also expect consistent support from our expanded Project Management and Service Delivery teams.

A photograph of four business professionals in an office setting, sitting around a table and engaged in a discussion. The image is dimly lit and serves as a background for the testimonial text.

**“Node4 are so clearly specialists in what they do. It fills me with confidence that they can talk knowledgeably about our challenges and their solutions. They always have someone on hand to answer my in-depth technical questions and they are so honest about everything. We couldn’t be happier with the partnership.”**

Nick Danson  
IT Systems Manager, Forest Holidays



A background image showing a server room with multiple computer monitors. In the foreground, a man is wearing a headset and looking towards the right. He is wearing a dark shirt with a "NODE4" logo on the collar. Other people are visible in the background, also working at computers.

**“The solution provided by Node4 means we no longer need to worry about hardware faults and can address more pressing issues to help move the business forward.”**

Ian Hallett  
Strategic IT Manager, Breyer Group

## 4. A safe pair of hands

To remove any assumption when it comes to service design and minimise risk, we have deployed tools for workload placement assessment. These include Lanamark for cloud, Fortinet CTAP for network and N4ThreatDetect for security assessment.

## 5. Easy access to support

Access information and support through our user portal on ServiceNow, which we rolled out over two years ago. Here you can raise tickets and track their progress, without wasting time going back and forth over the phone.

## 6. 1 hour Ticket assessment

When you log a ticket with us, you want a fast response, but not at the expense of quality service. Our agents strike that balance by aiming to assess your ticket and move it to the right team within an hour of it being in queue. We're more focused on meeting SLA targets than ever, with dedicated Operations Support Manager Byron Smith at the helm.



Byron Smith,  
Operations Support Manager

## 7. Even more proactivity

Like with most customers, proactive support is no doubt at the top of your wishlist. We've always looked at monitoring with a proactive approach, but through our new customer monitoring platform, Science Logic, we are able to get even more automation, integration and actionable insight to ensure fast, reliable and secure services for your business and customers.

## 8. 24x7x365 support

An out-of-hours incident response should be just as fast and co-ordinated as a response within normal working hours. To make this a reality, we've implemented a new incident response tool, PagerDuty, which can guarantee rapid engagement of both Node4's expert engineering teams and customers as soon as an incident should arise.



“The more you speak to us, the more in tune we become to things that are working well for you and things that aren’t. It’s that regular feedback loop that makes us a better managed services provider.”

Claire Rowland,  
Customer Experience Manager



## 9. Personalised service

Whether you’re speaking to an engineer or senior leader, you can expect service that is friendly, helpful and provides you with tailored solutions. In the last year, we’ve rolled out service training to the entire company, so that all staff have the tools, techniques and language to deliver Exceptional Service as a Standard.

## 10. Focus on your customer experience

Returning customers now have a point of contact for feedback, suggestions and complaints - our Customer Experience Manager Claire Rowland. If for example, you’re experiencing issues with an unstable environment, Claire (along with the relevant experts) is happy to chat through the problems and arrange tailored support.






## 11. Customer Advocacy

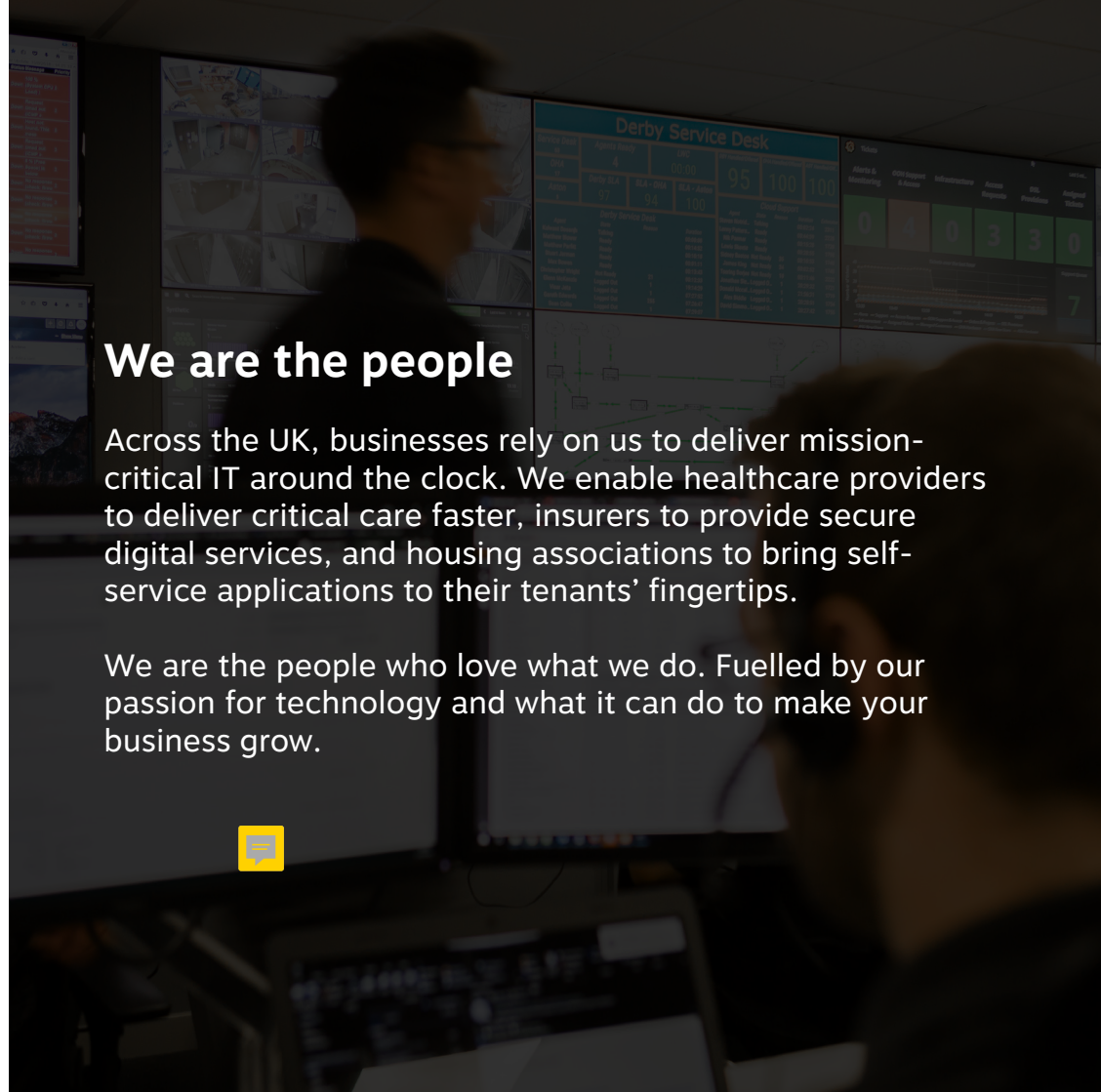
We're just as passionate about our customers as we are about our infrastructure, which is why we have an exclusive Customer Advocacy programme. As well as inviting members to talk and network at our events, we also actively seek recognition of your internal IT projects and teams through PR activity and award entries. Overleaf are just some of our Advocates.





# Just as your business has changed, so has ours. Perhaps now we could be the perfect fit?

Whatever your business strategy and technology requirements, we'd love to chat through them and empower your business to do more - **please get in touch.** 



## We are the people

Across the UK, businesses rely on us to deliver mission-critical IT around the clock. We enable healthcare providers to deliver critical care faster, insurers to provide secure digital services, and housing associations to bring self-service applications to their tenants' fingertips.

We are the people who love what we do. Fuelled by our passion for technology and what it can do to make your business grow.





# NODE4+

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