



KCOM

Flexibility to support growth

“KCOM impressed us with their responsiveness and their open and honest approach. We needed a solution that would make our day-to-day operations easier, KCOM focused on providing just that, giving us the flexibility and scalability we need to continue to grow our business.”

moshulu

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Solution – Managed WAN

Coverage – National, 35 sites

Moshulu is a Devon-based shoe retailer known for their unique, innovative designs and excellent customer service. With an ambitious growth strategy underway they were looking for a managed network provider that was collaborative in approach and would work hard to understand their business model.

They chose KCOM as they had proven retail expertise and evident agility and flexibility in responding to their needs. Moshulu also valued the comprehensive project management that KCOM could offer and the consultative way of working where it was easy to pick up the phone for advice.

Moshulu's activities and growth trajectory demand a network that is reliable and secure but also low maintenance and scalable. With their KCOM managed network, they have the resiliency and performance to support optimum day-today business operations and support future plans.

At the heart of Moshulu's customer experience is the delivery of a seamless online and in-store experience, whether that's click and collect, customer returns, or on their mobile platform. KCOM's new network across their 34 stores and Head Office is working to support that experience.

Benefits of the solution include:

- VPN management time has been reduced through private routing around the network
- Immediate support for-in life changes such as store moves and additional sites
- Account management with the technical expertise to advise and support plans for future expansion

"KCOM took the time to understand our requirements and build the hassle-free solution we were searching for. We were struggling with down-time caused by an unnecessarily over-complicated infrastructure, thanks to KCOM we now have the right solution with all our stores routed privately and securely back to our managed wide area network."

Matt Morgan, Head of IT



Call **0345 122 4555**
Email **sales@kcom.com**
Visit **business.kcom.com**
Twitter **@KCOMbusiness**

