

Radiance Health & Beauty

BT IT Support Manager cares for beauty salon

Radiance Health and Beauty offers a full range of therapies including massage, facials, nail care, and Botox treatments. Its Wimbledon salon serves both men and women. The company uses BT fixed and mobile telephony, and BT Business Broadband. It has one fixed PC and therapists also use laptops to stay connected when out and about. The PC is central to the business, running a Microsoft Outlook-based customer booking system. Radiance Health and Beauty signed up for IT Support Manager, and we spoke with the company's founder, Shawn Stone.

"We rely very heavily on IT and the internet. Around 90 per cent of our administration is online, so the computer is very important to us."

Shawn explains that she used to experience the "blue screen of death", when everything would stop until she could find someone to sort it out.

"Once I started to use the BT IT Support Manager service my problems ceased, and I now know the number to call off by heart."

The BT IT Support Manager people have taken the trouble to help Shawn understand how to get the most from her IT applications.

"BT helped me set up Microsoft Outlook to better manage email. They even taught me to look more professional by using an email signature."

Shawn calls the IT Support Manager helpline as her need dictates, and she has always been pleased with the service.

"The helpdesk invariably answer within a ring or two, and the BT technicians are knowledgeable and keen to assist."

With BT IT Support Manager the technician can remotely take control of a PC to investigate and resolve an issue or make configuration changes.

"The BT people on the helpdesk explain exactly what they are doing, and tell me when they are logging in and out of my system."

The best point of all for Shawn is that the service is staffed by people who care and keep her informed.

“BT always calls me a day or two after the event to see that things are still running OK. It’s a great service. I’m so happy to have BT on call.”

Finally, Shawn is in no doubt about the value for money offered by the BT IT Support Manager service.

“It costs me just ten pounds a month and, in the early days, I called as much as once a week. That’s fantastic service for very little investment.”

For more information visit www.bt.com/itsm

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc’s respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2008 Registered office: 81 Newgate Street, London EC1A 7AJ Registered in England No. 1800000. BT and the connected world logo are registered trademarks of British Telecommunications plc.

Bringing it all together  BT

IT • Communications • Support

About this BT Business customer testimonial snapshot

This BT article was produced by Caseworks Customer Interaction as a brief overview. A more detailed case study may be produced in due course. If you have any queries concerning this article, or about the BT Business customer endorsement programme in general, please contact the helpdesk by email btodesk@caseworksci.com or telephone +44 (0) 20 8502 2002