

Customer Story – Deadline Despatch Ltd.

Formed in Gerrards Cross in 1980, Deadline Despatch were amongst the first courier companies to identify the immediate transport requirements of the rapidly expanding Thames Valley business community. Their commitment to providing quality service was demonstrated by being one of the first in their industry to meet the BS5750 (now ISO9001) quality standard. This was achieved in September 1992 and all four of their offices run to this high standard and are individually registered.

Motorcycles, small vans, transit and 'Luton' vans are always available to complete urgent deliveries in the quickest time and with the minimum of fuss. Fully computerised with a comprehensive data and voice communications facility the company are pushing the technical boundaries in these fast moving times.

Their most recent technical investment is in a broadband network to speed up the links between their offices and with their customers. This project included the setting up of a secure and robust Virtual Private Network (VPN) between the four offices using the internet as the carrier.

"I'm a bit of a 'jack of all trades'," said Barklay Saunders, IT Director, Deadline Despatch. "That means that I can tackle most IT problems myself, but there are some areas where I feel that we really need the help of experts. Setting up the broadband environment and the VPN is definitely one of those."

First Line Support were recommended to Barklay by a contact in another courier company.

"I met with Jane and Carl from First Line Support and immediately felt confident," continued Barklay. "They really understood the technology and could relate it to our business needs straight away. Their financial proposition of a simple hourly based fee for the work that they actually did was appealing and we quickly agreed on a plan."

The project started soon after and has already achieved reliable connections and improved communications between three of the four offices.

"First Line Support have been excellent throughout and always kept to their promises"

"I was most impressed," concluded Barklay. "First Line Support have been excellent throughout and always kept to their promises. We are three quarters of the way through the project and I'm confident that we'll complete it on time. First Line Support are definitely on our 'good list' of suppliers for IT services and I intend to keep them on as a back-stop for me going forward. It's been a job well done."