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Summary

Client

The London School of English

Industry

Education

Size

3 Sites, 250 employees

Internal IT Team

1

Support

Infrastructure, Projects



The Client

Established in 1912, the London School of English provides Professional English, General English and International Communication skills courses for motivated adults in London, Canterbury, UK or online. The London School of English (LSE) is the longest-established officially Accredited school in Britain.

Initial Requirements

Due to recent redundancies, the London School of English were looking for a partner that they could work with who can act as a technical safety net, that they can turn to ask any questions, consultation, or direction for what falls out of their skill set. They also wanted someone who could provide holiday / sick cover in their IT Teams absence.

CMS Solution

We now provide a 3rd Line Support contract with the option for an onsite presence in the case of holiday cover. When onboarding LSE, they wanted us to carry out a Health Check of the current setup to identify existing issues or recommendations and then to carry out a Whiteboarding session to map out their objectives to help build a strategy. This demonstrates how CMS builds strategic partnerships with our customers.

Feedback

Balazs Simon, IT Manager at The London School of English

“While we have no experience with other 3rd party IT support companies, we’re confident we made the right choice with CMS.

Our first impression is that, CMS is easily approachable, customer focused and the right partner for our business to move forward.

It is important to make sure we understand and are happy with the contract we sign and CMS was a real partner from the beginning. Our requests have always been taken seriously and changes have been made amazingly quickly.

We also contacted some of CMS’ clients and they were happy to recommend you, which gave us even more confidence.

All in all, I’m looking forward to work with you, I’m sure with your help we can improve a lot and run our network more efficiently.”