

CASE STUDY:

Air Partner

Charterhouse Voice & Data are a key technology partner to Air Partner. We deliver communications, data centre, cyber security, and mobile telephony solutions that keep the global business up and running. Our seamless solutions meet Air Partner's clients' exacting requirements, and we have helped the business increase productivity, reduce costs, and introduce robust cyber security and disaster recovery.



Air Partner trust Charterhouse Voice & Data to keep their global business up and running. They have selected us on multiple occasions to deliver a multitude of technology across all international sites



The Client

Air Partner have been providing private aviation services for over 50 years. They charter aircrafts for some of the most demanding individuals and organisations on the planet, to and from anywhere in the world, and for every conceivable reason.

The Challenge

Air Partner operate in a high pressure industry, delivering services to clients who can be extremely demanding.

They need a technology partner who can form an extension of their team, and they have put their trust in CVD on many occasions to work as this extension to their business.

Lee Pyle, IT Director, Air Partner

Working with CVD

"The staff at CVD are very knowledgeable, and it felt very reassuring building a solution together that was just right for Air Partner."





The benefits

"We're a 24-7 business, and we need our partners to be 24-7 too. CVD offer 24-7 global support, so it made sense to take things further with them. Their solutions are highly scalable, and they have aligned with our IT, digital, and technology strategies for the next five years"



- **High Up:** the UCaaS solution, with robust disaster recovery in place, delivers 100% availability for voice. This ensures that calls aren't lost.
- **Increased Productivity:** follow me voice activity allows users to easily login to their profiles, wherever they are. This increases productivity, and decreases help desk tickets.
- **Call Savings:** CVD's solution paid for itself in the first 12 months, through savings on international calls being charged at local rates, along with free calls between sites.
- **Increased Bandwidth:** data centre connectivity has increased bandwidth 10 fold, whilst dramatically reducing costs.
- **Secure and Compliant:** Air Partner's systems are secure and compliant with regulations such as GDPR, thanks to Palo Alto Networks firewalls and Mobile Iron MDM.

The Senior Management Team at Air Partners wanted to implement a system that would bring together a wide range of technologies to help deliver operational and cost benefits.

Key points

The Solution

- Enterprise Managed technology solution
- Telephony, Data Centre, Cyber Security and Mobile Fleet

The Benefits

- Robust DR and 100% Uptime
- Increased Customer Service
- Call Savings and Cost reduction
- Data and Network security
- GDPR compliant



"Whenever Air Partner go to tender, we engage with several potential partners to find which one is best fit. Cost isn't the only consideration for us – project management is key, as we have quite a lean IT team. CVD offered project management as part of their inclusive costs, which was really helpful"

Lee Pyle, IT Director, Air Partner

About Charterhouse Voice & Data

Established in 1993, Charterhouse Voice & Data is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.

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