



Marmalade

Alex Smith, Systems Manager

Can you tell us a bit about the business?

At Marmalade, we are the champions for young drivers and their parents. We're dedicated to helping young drivers pass their test and become safer and more responsible drivers, giving them a fairer deal on their car insurance, and providing quick and easy online applications and excellent service to make buying and insuring a car far simpler.

How many people work for Marmalade?

The current staff count at Marmalade is sitting at 78.



Why did you decide to use a BC service?

Marmalade continually strives to deliver an excellent standard of customer service. We needed a solution which enables us to keep providing the same level of service even if our office or internal network infrastructure encounters a problem.

Why did you choose NetSupport BC services?

When I visited NetSupport I was very impressed by the setup there. The entire building was presented to a quality standard and security looked very impressive. NetSupport is also based very close to Marmalade which is a big plus for staff if they needed to commute to their location for a given time.

The information provided by their team is always accurate and overall the service feels very polished. In addition, Ravi (NetSupport's Head of Business Continuity) is always a pleasure to speak to and he was able to be flexible on price to suit Marmalade's requirements.

If you did not have a BC plan in place, how would the business cope in the event of a disaster?

At Marmalade, we would find ourselves in a tough situation. Our systems and quote engines are primarily web-based, so customers could still purchase insurance. Our biggest problem would come when trying to service an ever-growing customer book: without a functioning office set-up, we would have limited to no means to manage our customers.

What were your first impressions of NetSupport's facilities?

I was impressed with the NetSupport facilities; the setup appeared to be very slick and efficient. It was also very clear security was a high priority for them.

If you could sum up NetSupport BC in three words, what would they be?

Knowledgeable, efficient and secure.