

# CASE STUDY

DOTTED DESKS EXPERIENCE THE BENEFITS OF VTSL'S MANAGED OFFICE®



## ABOUT DOTTED DESKS

Dotted Desks is an operator of managed office space, currently operating 5 sites in London. When Dotted Desks launched their first managed office, they needed a technology partner with expertise in managed offices who was able to provide a hands-on service and clear advice. Most importantly, they needed a supplier that could quickly meet the needs of any tenant.

## WHAT WAS NEEDED

**Consulting and advice:** Ensuring everything is set up perfectly from day one, minimising the risk of additional costs or issues in the future

**Project management:** Organising and managing the installation process and liaising with third parties such as fit out companies

**Trusted reliability:** Delivering a reliable connectivity and infrastructure solution, with resilient backup solutions just in case

**Managed networks:** Ensuring all tenants have private, secure & consistent access to services

**Tenant consultations:** Consulting with tenants before and after they move in, ensuring expectations are set and met from day one

**Direct support to tenants:** Supporting tenants directly should they require it, with minimal involvement needed from Dotted Desks

## VTSL'S SOLUTION: MANAGED OFFICE®

VTSL offers a suite of solutions for landlords and operators, ranging from Gigabit fibre connectivity, through to fully serviced offices.

For Dotted Desks, the solution involved providing ultra-fast connectivity with optional add-ons such as fully managed networks, managed WiFi, cloud communications, and meeting room solutions.

These are provided on a tenant-by-tenant basis, depending on each tenant's requirements.

### Quick Set-up

As is often the case in this industry, new buildings need to be live very quickly. By using different technologies and prioritising engineering resources, VTSL has been able to activate sites in as little as 10 days.

### Consultations

VTSL provides site surveys, lead times, connectivity reports and infrastructure audits. Our detailed audits and reports ensure nothing's missed. We even liaise with other contractors to ensure everything is coordinated.

### Direct Support

Initial consultations with new tenants help to set expectations and enable a smooth moving in process. Ongoing support delivered directly to the tenant ensures any problems are resolved quickly, whilst saving Dotted Desks valuable time.

"VTSL have been amazing in helping us with everything from figuring out what we need for completely different requirements, to offering first class support to our tenants. We love working with them; they understand us and what we need - and simply do whatever they can to deliver that."

- Rosie Dallas, COO