



Case Study

representing the services of

Badger Meter

making **IT** work

Remedian

What the client had to say...

Can you provide us with a brief introduction to you and your business?

Tristen Preger, International Sales Manager for Badger Meter.

Badger Meter is a manufacturer of water and gas sensors. Customers include UU, Thames, Severn Trent Water, Yorkshire Water, Scottish Water amongst dozens of Blue-chip companies in various industries.

What challenges or issues were present before working with Remedian and how did we resolve these?

Huge issues from, lack of understanding of what hardware and software was needed, slow computer systems, poor wireless network, issues with the server, firewall and security issues, slow support from others (at the time) and no service when things went wrong.

Why have you chosen to continue working with Remedian over other service providers?

Speed of service, always happy to help and go further, really knowledgeable about products and services, trusted with keys and well presented.

Since working with Remedian, what aspects of our services have exceeded your expectations?

Going the extra mile, honesty and reliability.

How would you describe the implementation process for the services provided by Remedian? Was it smooth and straightforward, and were there any notable aspects that made it particularly easy for your business?

Implementation was quick, flexible and out of office hours to reduce problems.

Here at Remedian, we favor a proactive approach towards issues that arise by using advanced tools for reporting and monitoring. If you have you experienced the benefit of this approach through us in the past, please can you tell us more about this?

You can only tell how good a stakeholder is, when there is an issue. Remedian fix issues ASAP.

In your experience with Remedian, have you noticed an upgrade in the technology you use? How has this impacted your overall experience when it comes to ease of use and your team's productivity?

Remedian spend time on communication and training. This speeds up systems, processes and helps reduce errors and miscommunication. I am not great with understanding technology upgrades, I do see systems speed up and they are secure.

How has Remedian contributed to bringing your establishment to the forefront of online security and awareness?

IT is used for success in all areas of business. As long as things run smoothly, safely and without delay, we can focus on growth. We grow at 15-20% per year, this proves that Remedian play a large part of our success, thank you Remedian!!

Testimonial...

Remedian IT have been working with ATI UK now for over a decade and have always provided a brilliant service and gone the 'extra mile' for any member of staff who requires help. Having instant access to our emails and allowing us to perform our duties is imperative in the UK water industry. Our customers demand a reactive service so we have to request this from our stakeholders too. Great efforts from Remedian IT Services! Happy to be a reference to you if anyone requires such information.

Tristen Preger, International Sales Manager.

