

CASE STUDY

# CHANTELLE LIGHTING

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# The Background

Chantelle lighting are a family-owned, bespoke decorative lighting manufacturer, based in Nelson, Lancashire. With 30 years' experience in the industry, they provide high-quality, luxury lighting around the UK, Europe and other locations across the globe to a range of clients, from well-known hospitality and leisure brands to the Queen!

Following challenges brought about by the pandemic, Chantelle Lighting were looking for a solution to enable effective communication, both within the office and from home. Furthermore, all of their business-critical apps were running within a single, on-premise server, which posed a major risk to their

business data and to their team's ability to be productive. Chantelle Lighting approached us to provide a solution that enabled their communications and applications to be based in the cloud to future-proof their business, safeguard their data and enable their team to work more efficiently.



# The Challenge

During the pandemic, Chantelle Lighting noticed two issues within their business technology. Firstly, their communications were all based on-premise which made it difficult for their team to work from home. Secondly, all of their business applications and data were working from a single on-premise server. Not only did

this pose a major risk to their data, when it came to moving their communications to the cloud, in order to support this new technology, they needed a new, resilient internet solution.

“ The pandemic brought quite a few challenges for us as a business. It meant that our teams needed to work remotely, which is why we engaged with Elite who proposed a solution by 8x8. Following the investments that we made moving all of our software and systems to being cloud-based, it highlighted the huge dependency that we then needed on a resilient internet service ”

LAUREN BLACK | MANAGING DIRECTOR AT CHANTELLE LIGHTING

CHANTELLE



## The **Solution**

Firstly, Elite provided a cloud-communications solution in the form of a cloud-based platform by 8x8. This enabled the team at Chantelle Lighting to work remotely during the pandemic and they were able to implement a hybrid working approach when the team could return to the office, without compromising on the quality of their communications. It also opened the doors when it came to recruitment, as it meant that they weren't restrained by location when looking for new talent to join the business.

We then provided a resilient leased line connectivity solution, which enabled Chantelle Lighting to effectively implement the 8x8 communications solution effectively, as well as safely move all of their business applications and data to the cloud.

# The Result

The team at Chantelle Lighting could now take advantage of a more flexible way of working and could communicate and collaborate with each other better than ever before, regardless of location. Our consultative approach was greatly appreciated, as Chantelle Lighting felt we listened to the needs of the business and took the time to understand their pain points and the business itself before proposing a solution that met those needs exactly. We also took the time to install their leased lines solution out-of-hours, so there was no disruption to their day-to-day duties.

With their new solutions, Chantelle Lighting were able to boost productivity, safeguard their business data and improve their business operations.



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