

Summer Newsletter

Introduction from Matt Parkinson

Welcome to our Summer 2020 newsletter.

2020 certainly hasn't been the year we thought it would be. The COVID-19 pandemic has meant businesses have had to change their way of working and in many cases, adapt to working from home.

In order to keep our business running, support clients and keep staff safe, our team began working from home at the end of March, and I'm proud to say have continued to deliver a great level of service. We have also supported our clients to facilitate working from home on varying levels from guiding them in adopting Microsoft Teams to deploying virtual desktop infrastructure for their users.

As well as outlining how VooServers has changed in light of COVID-19, this newsletter will also explore our latest achievements and successes.

In the past year we've seen the growth of our generation 2 cloud product, Savanna, we've been recertified with the ISO270001 accreditation, launched a partnership with Veeam and implemented a new support portal.

If you'd like to get in touch with one of the team to get your questions about IT solutions answered, give us a call on 01622 524200 or email sales@vooservers.com.

On behalf of the whole team at VooServers, we would like to say huge thank you to all of our clients for your support throughout the year and we look forward to continuing to work with you as we return to some normality.

Matt Parkinson, Technical Director

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Working throughout Covid-19

How we kept our business running and continued to support our customers

Our staff began working from home at the end of March when lockdown measures were put in place by the government. We have previously offered flexible working for our employees, so it was a seamless transition which allowed us to focus our efforts on supporting our clients. Since then, we have adapted our working style and have been communicating with one another via Microsoft Teams allowing us to hold regular company updates and for engineers to callaborate on support cases together. We have also made more use of our data centre and cloud partners to perform work for us in isolated and restricted environments in order to reduce the contact between engineers.

Like most companies there were the initial teething problems, but largely the VooServers support team has adapted very well to this new way of working. Some additional planning was required in order to cater for restrictions and working together but we have managed to carry on with business as usual.

Setting up our clients to work from home

VooServers has proudly supported our clients in their shift to working from home. In March, we had nearly double the volume of support cases compared to usual and almost all of this came within a single week. Our team supported around 300 additional people in transitioning to a new way of working. That said, the cloud based nature of our business meant the majority of the companies we work with were already enabled for it.



Changes in our Kent Datacentre

Our datacentre in Kent has implemented a number of hygiene stations around the building to ensure everybody can sanitise their hands before using equipment, as well as door handles and communal areas. There are also social distancing markings around the building so that people can be as safe as possible. These procedures have meant that we have been able to continue with business as usual.



Changes in our New York Datacentre

We have also implemented additional measures at our New York datacentre, including regular sanitising of all surfaces, staff education on hygiene measures, appointment-based access and remote monitoring to minimise the need for in-person visits. All COVID-19 protocols are in place until at least 31 August with face masks worn throughout the datacentre meaning that we have been able to continue with our operations as close to normal as possible.



Savanna Cloud

In November 2019, we launched our new generation 2 cloud product, Savanna, with the aim of facilitating businesses moving to the cloud by tackling some of the common reservations. It enables people to know exactly where their data sits instead of a generic region or locality and users can even visit VooServers HQ for a tour of the facility.

Since then we have seen the rapid growth of this product, particularly over the past few months where we have upgraded many clients and services to the platform. So far, we have received extremely positive feedback, with users commenting on improved performance and that the management is more intuitive.

We are still offering £150 credit towards cloud services for any business registered with a Kent postcode. Why not give it a try today? Learn more [here](#).



Our Partnerships

Veeam

We have recently partnered with Veeam, the global leaders in backup solutions. Since 2006, the company has specialised in backup services with the fastest and most reliable data recovery for virtual machines. We are now in the process of replacing our backup infrastructure and rolling out Veeam to our clients.

Microsoft and Oracle

Microsoft and Oracle conferences have moved to virtual events this year, which will allow us to have more engineers than ever benefit. However, we are looking forward to, hopefully, getting back to the in-person events next year, as it is where our relationships with partners, vendors and clients are built.





ISO27001:2013 Recertified

VooServers has been built around a framework of providing a high level of customer service with trained and knowledgeable engineers, so we are proud of the accreditations we receive.

We were first awarded with an ISO27001 certification in 2017 and were recently recertified with this globally recognised accreditation. It sets out clear policies and procedures to ensure all data is handled professionally and securely, which is at the heart of what we do at VooServers. Our ISO27001 certification also gives our customers the peace of mind that their data is in good hands.



Client Support Portal

In December 2019, we launched a new version of our client support portal, which is built upon Dynamics CRM, a system used by global businesses to deliver customer service. Our support engineers benefit from a fresh and new experience, and the CRM gives them the ability to check in with our customers more easily, share more information on the issue at hand and enables them to solve problems more efficiently. Further releases to the client support portal will be coming soon with some fantastic new features.



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