

itlab Saves Lomaxhall Ltd- Winkworth Kensington

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London – 3 December 2007 – itlab has saved the day for estate agency, Lomaxhall Ltd- Winkworth Kensington, by providing an internet service after they were cut off from their old ISP. With other companies saying it would take seven days, itlab jumped on the case and fuelled by its Service Obsession™ provided a quick fix bridge until the main service could be restored meaning Lomaxhall Ltd didn't lose any business.

Lomaxhall Ltd – Winkworth Kensington is an estate agency with five employees. Typically for a small business they have an IT department based at their head office which manages their website but they rely on service providers to support their other IT. It uses the internet for most of its property marketing and emails are key for applicants' enquiries. Cut off from its original provider, it turned to itlab who advised the company on how to get the service back up and running.

Cherree Yantnarain, Lomaxhall Ltd – Winkworth Kensington, explains: "It is vital that we have constant access to the internet. itlab were able to advise us on how to get an internet connection until another provider was up and running. Their service was very quick and efficient - the 3G Wireless Router had arrived on the Saturday and itlab were here to install on the Monday morning. They had configured the router from their offices beforehand and so it only took a few hours and we were back up and running.

"Having the internet up and running again has ensured our business continues to run smoothly and efficiently. We love itlab. On every occasion we have used them they have always been fantastic and helped us out in many a panic –that really was Service Obsession™."

Dominic Monkhouse, managing director, itlab, comments: "Our aim is to provide every one of our customers with a service that is second to none. Based on our ethos of Service Obsession™ and our employees' commitment to develop and deliver outstanding service every day, customers really feel that they can trust us with their businesses."

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