

CASE STUDY

TRUEFITT & HILL (Gentlemen's Grooming) Ltd

Labyrinth Technology Ltd has been working with Truefitt & Hill, the oldest barbershop in the world, since 2003.

When they were first asked to help with a virus problem, the shop had just one computer in its St. James location.

In the past five years, Labyrinth has been the sole technology provider for Truefitt and Hill and has undertaken a number of projects for them.

Maintenance & Support

One of the first things Labyrinth put in place for Truefitt and Hill was a Maintenance & Support Contract.

This is the keystone of their service and provides a turnkey support solution for a low monthly fee. Unlike many competitors who try to supplement their monthly income by levying charges as often as possible, Labyrinth does completely the opposite. By keeping the terms and conditions of the Maintenance & Support Contract clear and by building a relationship with their customers, Labyrinth rarely need to charge extra call out fees.

New computers

As Truefitt and Hill took on more staff and technology moved forward, new computers needed to be supplied. Labyrinth builds all computers for its Maintenance & Support Contract (MSC) clients using high quality, branded components. This allows them to diagnose, repair and replace with much greater efficiency.

It is generally accepted that new I.T. hardware has a viable life of 3-5 years and Labyrinth encourages clients to develop a rolling programme of replacements to spread the cost.

CCTV

The layout of the shop and specific management needs meant that a CCTV system needed to be installed.

Labyrinth provided an eight camera system that, using a robust broadband connection which they also commissioned and installed, could be monitored anywhere in the world.

The system has increased staff efficiency in attending to customers and also enhanced security with infra-red providing coverage even in blacked out storage areas.

Communications

An important part of Truefitt and Hill's business involves international telephone calls which were proving very expensive.

Using the VoiceNet-Solutions Voice over IP telephone system, Labyrinth was able to install what is in effect an international intercom providing free telephone calls between the necessary parties. The single unit can also be used for all other international telephone calls attracting call costs of around just 1p per minute to most of the western world.