



CASE STUDY

How AKT Productions Keeps Award-Winning Learning Experiences on Track



CLIENT PROFILE

AKT Productions

Theatre-based learning specialists.

30 yrs

Three decades of high-impact workshops.

Global delivery

Workshops, conferences, and roll-outs.



ABOUT AKT PRODUCTIONS

AKT Productions have built a reputation over nearly 30 years for unrivalled quality, reliability and innovation in delivering high-impact, sensitively balanced, bespoke workshops using theatre-based learning. As pioneers in experiential learning, AKT Productions are recognised as market leaders operating at the highest and most challenging levels of private and public sector activity, right through to the front line.

That reputation sets a high bar for everything behind the scenes too. In an IT context, it sets the bar very clearly. Organisations delivering at that level do not have space for uncertainty in the operational layer.

When delivery is live, time-sensitive, and people-facing, IT cannot be a background variable. It needs to be calm, responsive, and predictable, especially when teams are working on the go. Support must be dependable, hardware changes must be smooth, and resolution must be quick, without turning every request into a project.



Sereno are an innovative IT company who make solving your IT issues quick and simple with their vast knowledge. The partner portal is easy to navigate with lots of options on how you prefer to get resolution to your problem.

Jo Nauman
Commercial Operations & Finance Manager
AKT Productions Limited





THE CHALLENGE

AKT Productions wanted IT support model that matches the standard of their delivery work.

They were looking to tighten the experience around day-to-day technology, so it supported delivery cleanly, especially when the team is under time pressure or working on the go.

01 Quick route to support

A faster route to resolution for everyday issues

02 Clear service access

A clear support channel the whole team would actually use

03 Smooth transition

A managed move into the new support model with minimal disruption from day one.

04 Practical device guidance

Practical guidance on hardware changes so refreshes do not slow people down

When your reputation depends on reliability, the operational layer behind delivery has to be equally reliable. The aim was to make IT feel steady and predictable.



I personally love how quick the simple IT matters are acted with a quick portal chat.

– Jo Nauman, Commercial Operations & Finance Manager



What Sereno put in place

Sereno supported AKT Productions with one clear route for day-to-day IT requests, practical hardware guidance, and quick support for everyday issues.

01 Partner Portal

Quick chat and support tickets in one place, giving AKT Productions a clear route for everyday IT requests.

02 Transition management

The priority was minimal disruption and a clear support route from day one.

03 Endpoint Lifecycle

Laptop refreshes, device setup, updates, and security settings managed in a consistent way.

04 Device management

Devices set up with a standard baseline, current updates, security settings, and data protection in place.

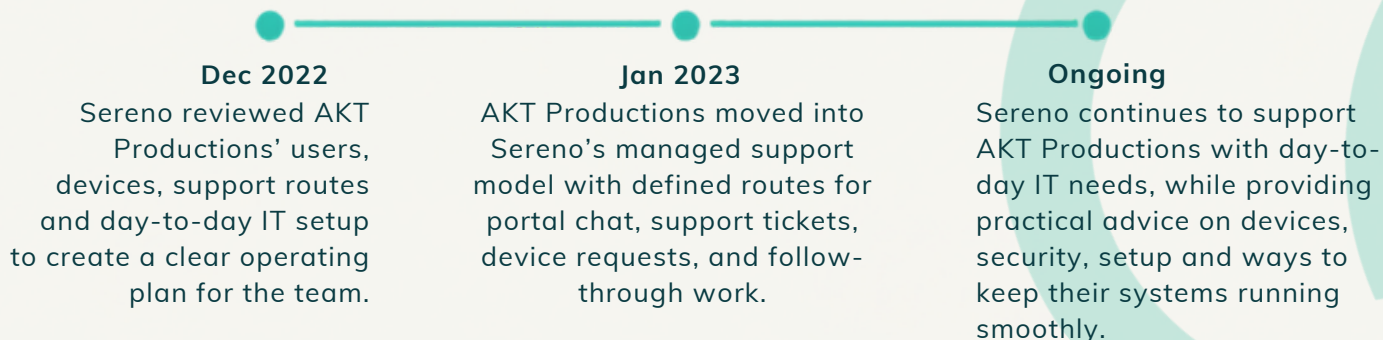
05 Hardware & software procurement

Hardware, licensing, setup, and accessories managed through a repeatable process that keeps refreshes easy to run.

06 End-User support model

Patient, practical guidance with quick resolution, helping the AKT Productions team stay productive day to day.

TIMELINE





THE RESULT

Faster support, smoother device changes, and a clearer day-to-day IT experience.

AKT Productions gained a calmer operating rhythm: simple issues were handled quickly, laptop tech was updated in-house.

SLA PERFORMANCE

90%

Average SLA adherence

SECURITY COVERAGE

24/7

Managed Detection & Response (MDR)

CUSTOMER SATISFACTION SCORE

<95%

Client-described service experience.

WHAT CHANGED

01 Quick everyday support

Portal chat gives AKT Productions a fast route for simple IT matters.

02 One clear support route

Requests can be handled through chat or tickets depending on the level of follow-through needed.

03 Smoother laptop changes

Serenio helped choose, prepare, and set up hardware so devices were ready for the team.

04 Better working-on-the-go setup

Portable monitors and practical accessories helped support AKT Productions' mobile working pattern.



The service at our previous provider was at best a 2 out of 5 but Sereno are 5 stars all the way. From the initial chat with Mike at the end of 2022 where we scoped out the needs of the AKT team, to the transition at the start of 2023. George and Daniel were excellent and the transition was smooth and we have never looked back.

The whole Sereno IT team are patient, who those of us not so tech savvy, gently and efficiently guiding us through any issue getting quick resolution. With Michelle and Charlie helping us get the right hardware in place for laptop changes and helping with portable monitors to ease working on the go.

Would recommend Sereno to anyone wanting a high quality IT service.

Jo Nauman
Commercial Operations & Finance Manager
AKT Productions Limited

Ready for a quick chat?

Got a specific use case you'd like to discuss?
We can help. Arrange your personalised
consultation call today.



Michael Johnson

E: michael.j@serenoit.co.uk

T: +44 (0) 203 089 01 40

Let's chat today →