

Working from Anywhere, Made Easy

The background

Independent travel company, letsgo2, arranges more than 5,000 luxury holidays around the world each year. Part of the larger Ickenham Travel Group, the passionate, friendly team make bespoke travel simple, taking the hassle out of creating the perfect holiday with their genuine travel expertise and high levels of personal service.

The challenge

Project Director: Phillip Mitchell

“With Covid-19’s writing on the wall, we needed to prepare for all staff to work from home within a week. Fortunately for letsgo2, the business is largely cloud based so staff could grab their office PCs and desk phones and head home. Within 24 hours, users were up and running, minimising disruption to the business.

A few weeks in, the obvious question arose, “this is working so well, do we actually need an office?” so we moved its on-premise servers into our data centre (totally transparently) and letsgo2 was able to serve notice on its rented offices. This created a substantial saving on overheads and a more flexible and scalable operational model for the future.”

Key objectives

1. Business continuity within a highly disruptive period
2. Adaptability to overcome other sudden changes in the future
3. Commercial reassurance amid a challenging situation

The journey

An unplanned change, a long-lasting improvement

Few businesses expect to invoke their business continuity strategies, however that’s what the letsgo2 team had to do as coronavirus gripped the UK.

Faced with its office being closed for an unknown length of time and an intensely disrupted travel sector, Chris Ward, letsgo2’s Managing Director, reacted immediately to what was happening, calling on long-standing IT partner IntraLAN to help overcome this enormous challenge.

Since that eventful day, letsgo2’s journey has been a two-step process. IntraLAN has:

1. Successfully implemented remote working without any interruption to business
2. Once lockdown eased, guided letsgo2 through the decision to leave its office completely

“We were making quick, substantial changes to our business and IntraLAN was by our side, ensuring full continuity. Our actual changeover was completed in 12 hours, thanks to the team’s quick work preparing our IT estate for remote working once we knew this change was happening. Everything was seamless – our people took home their phones, plugged them in and carried on working.”

Chris Ward, Managing Director, letsgo2

letsgo2

Bespoke Travel Simplified

“Everyone has adapted well. Our people are more effective, focused and productive. We’ve delivered a six-figure saving to our business too, enhancing our commercial position and ensuring that we can thrive in the future. Perhaps we should have made this change years ago. IntraLAN’s dedicated support and round-the-clock monitoring has made managing our IT simple through everything.”



Chris Ward
Managing Director, letsgo2

The transformation

Urgent objectives met

When unexpected change strikes, speed is everything. IntraLAN jumped into action the moment letsgo2 knew it was facing an extended period of unplanned home working. The travel firm’s IT needed to be flexible, cost-effective and provide the business with the freedom to adapt at a moment’s notice.

IntraLAN’s experienced engineers planned the exodus (without any need to attend the site, except to collect letsgo2’s server). Users were supported through the process, right down to arranging internet access from any parts of their houses that lacked Wi-Fi (desktop PCs).

Productive working from anywhere

As months in lockdown passed by, it was apparent that the business had adapted positively. Business efficiency was even higher and people were happy with the lifestyle benefits.

With the team comfortable with this fresh way of working and the fact customers noticed no difference in service, letsgo2 has left its corporate office entirely, unlocking the financial savings of distributed working and the fluid working practices that come with it.

Once this decision was made, IntraLAN easily adapted the business’s IT and communications technology to support this change, deliver a productive work environment and ensure letsgo2’s business data is safe and secure.

Solution & results

How we helped

letsgo2’s people now enjoy the freedom of working anywhere and the business can adapt swiftly to any future changes. The travel firm has saved considerable money by leaving its office, built more flexible working practices and ensured business continuity through the most disruptive public healthcare event in more than a century.

The business can now take advantage of Work IN, IntraLAN’s IT and connectivity service for home-based, remote or distributed workforces.

Affordable, quick to deploy and easy to manage, Work IN ensures:

- Every user has the same robust IT experience as they would in the corporate office
- IT teams can provide a safe, secure working environment
- Employers know that their IT and data protection policies are being adhered to
- The business’s own customers enjoy the same exceptional experience they know and love

Available in three scalable tiers, Work IN provides:

- A business grade managed firewall and Wi-Fi router with easy plug-and-play portability
- Power-over-ethernet
- Remote monitoring and support
- Next working day replacements
- Full user on-boarding

Businesses can easily add a corporate strength VPN, a managed broadband connection into the home for dedicated business use, 4G failover for additional redundancy, and full VPN portability.

