

Coldstar



Founded in 1997, Coldstar (UK) Ltd are specialists in the installation, service and repair of all types of refrigeration and air conditioning equipment. The company's head office and is based in Bristol, with a second location comprising office, workshop and warehouse based in another part of the city.

Coldstar offer a nationwide service to their customers having over 30 field engineers located across the country. Coldstar has recently purchased a SoHoBlue unit for each of its two main locations.

Coldstar's customers include some high profile names including major food retailers such as Waitrose and Morrisons – who have obvious needs for reliable refrigeration and rapid response in the event of any problems.

Other customer's range from Manchester United Football Club, large organisations such as Vodafone, NHS hospitals, to a myriad of other organisations both large and small – all need to keep cool!

The two main Coldstar offices are securely connected to each other by using SoHoBlue's VPN (virtual Private Network) features.

This allows confidential customer and financial information to be transferred in an encrypted state between the sites, without any concerns that it can be intercepted and read by others. The same security features are available for remote PC or PDA users who need to transfer critical information to SoHoBlue equipped offices.

Lee Bryant, Managing Director, explains some of the background behind selecting SoHoBlue. "We have highly automated systems in place to run our business. Most of the company's workforce is in the field, with far fewer based in each of our two main offices. At the heart of communications between staff including our field technicians – is email. When we recently decided to upgrade our broadband internet connections, we also decided to review and upgrade internet security and email capabilities".

SoHoBlue offered all the features required, connecting multiple PCs at each of the two main centres and offering the ability to attach to the fastest broadband circuits coupled with a wide range of UTM (Unified Threat Management) security.



SoHoBlue checks all incoming and outgoing emails for viruses and malware. Incoming emails from field technicians can be automatically priority routed to the company's Control and Service Desk, while any other emails are checked to see if they are spam and handled appropriately.

SoHoBlue Case Study

Lee Bryant continues “All Coldstar technicians are provided with email compatible PDA units – specialised ‘pad’ type devices. This enables our technicians to fill out a worksheet onsite which can be emailed directly to our Service Desk with all the necessary status information. This is then used to update customers, undertake automated invoicing or even provide quotations for additional work, all of which can be achieved within minutes. In addition, the system also monitors and automatically updates the stock list of comprehensive spares carried on each technician’s van, enabling restocking to be highly optimised.”



In addition to SoHoBlue’s abilities regarding email and VPNs, it also secures Coldstar’s offices against hacking attempts from the internet. SoHoBlue incorporates a powerful firewall which has been independently tested and approved.

Browsing can also be controlled, with differing privileges being given to various staff members, so some personnel have unrestricted access – others are limited to accessing ‘business only’ sites relating to customers and suppliers etc.



Lee Bryant concludes, “We are very pleased with SoHoBlue, we could find no other solution providing the right combination of performance and security features at the price”

www.coldstaruk.com