



● State-of-the-art virtualisation enables business growth ●

The Background

Recognised as one of the top 40 brokers in the UK, Lark enjoys a strong position in the market. Dedicated to outstanding customer service and comprehensive cover Lark prides itself on its ability to create bespoke insurance policies for its customers. The firm currently places more than £130 million of premium on behalf of over 35,000 clients, with a 94% client renewal retention rate across the business.

Lark is a customer of Daisy (formerly Alternative).

The Challenge

Lark wanted to be able to deliver made to measure insurance services, dedicated to customer service and building personalised, lasting client relationships that also support the onboarding of future acquisitions.

The Solution

Lark turned to Daisy to design, deploy and manage an innovative infrastructure. Daisy drew on its existing resources and skills to develop a unified, device to data centre managed service.

As part of the £2 million managed services contract, Daisy moved Lark's data to a high availability, high performance data centre environment, with scalable storage-on-demand. Daisy also deployed a state-of-the-art virtual desktop solution, and to complement the private cloud, Lark's existing multi-protocol label switching (MPLS) network was connected to the new resilient data centres. Daisy implemented a Mitel MiVoice Business telephone system, virtualised into this environment to provide central call control, with a plan to roll out regional controllers to replace legacy equipment, providing survivability and local break out.



LARK

The Result

This end-to-end managed service solution is set to redefine the way Lark manages its business. The resilient, high performance and adaptive IT infrastructure will support the roll-out of Lark's broking applications, improving performance using newer technology. The new voice infrastructure will drive the features available to the end users, such as IM, presence and remote working using Mitel's Teleworker technology. All of this will enable Lark to focus its skills and resources on doing what it does best—providing clients with a dedicated personalised insurance broking service —while leaving the management of its IT infrastructure in the hands of Daisy.

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