

# The Attain Team.

## Customer Success Story

COMPANY: **ATTAIN DIGITAL** | SECTOR: **DIGITAL AGENCY** | SOLUTION: **DEDICATED SERVER**

# ATTAIN

DIGITAL

ATTAIN Digital is one of Greater Manchester's leading digital and marketing agencies who design, develop and manage innovative marketing solutions to help businesses maximise brand exposure and selling opportunities

ATTAIN's vision is to transform the sales potential of the businesses that they work with by delivering bold, creative and commercial marketing solutions.

From a variety of creative services, data services, digital services and multi-channels services, ATTAIN has a wide range of creative and digital solutions, helping organisations in numerous business sectors.

Just over a year ago, ATTAIN decided it was the right time to re-evaluate the technologies that drive their business and its operations, a big focus of which was their current server hosting strategy. This is where we came in!

**Datacentreplus** support ATTAIN by hosting their website and digital infrastructure here at our data centre in Manchester, comprising website management, web traffic management as well as backup services.

The nature of their service means that reliability and uptime is of paramount importance to them and their clients.



**JACKIE SALT**  
Commercial Manager



**STUART GENT**  
Head of Operations



**ROB BLAIR**  
Designer



**JAMES SANDERS**  
Junior Designer



**STUART GREEN**  
Front-End Developer



**YVONNE RYAN**  
Office Manager



**MICHAEL BARR**  
Junior Data Analyst

## Technical Approach:

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It was very important for ATTAIN from the very beginning that they wanted to work with a provider they could build a relationship with and where they would **not be just another ticket number** when they needed **support** and **technical assistance**.

Our **bespoke and personalised service** appeared to be a perfect business fit for ATTAIN, where high customer service levels and **building relationships** are highly encouraged.

Rather than just sell them a service, our technical team wanted to **take the time to understand the current problems** so that we could provide a solution that met and exceeded their expectations.

This approach can take a little longer than usual but we have found the **long-term gains** to be worth it for everyone concerned.

Jackie Salt, Commercial Manager at ATTAIN says:



*“The level of **customer service** has exceeded expectations and we have really got to know the **Datacentreplus** team who have been extremely helpful. Issues, where they have occurred, have been resolved quickly and efficiently with plenty of communications”.*

## A Formidable Partnership:

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Rachel Waters, Communications Manager at Datacentreplus added:

*“Attain are a really good example of how our services are tailored to the specific needs of digital agencies through an agency-focused and personal approach. It has been fantastic getting to know and work with the ATTAIN team and I look forward to working with them in the near future”.*



To find out more about ATTAIN Digital you can learn more [here](#) or visit their website at <https://www.attain.uk.com/>

@theattainteam



We love to share great success stories of our customers.

If you want to share your story, get in touch with us today.

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