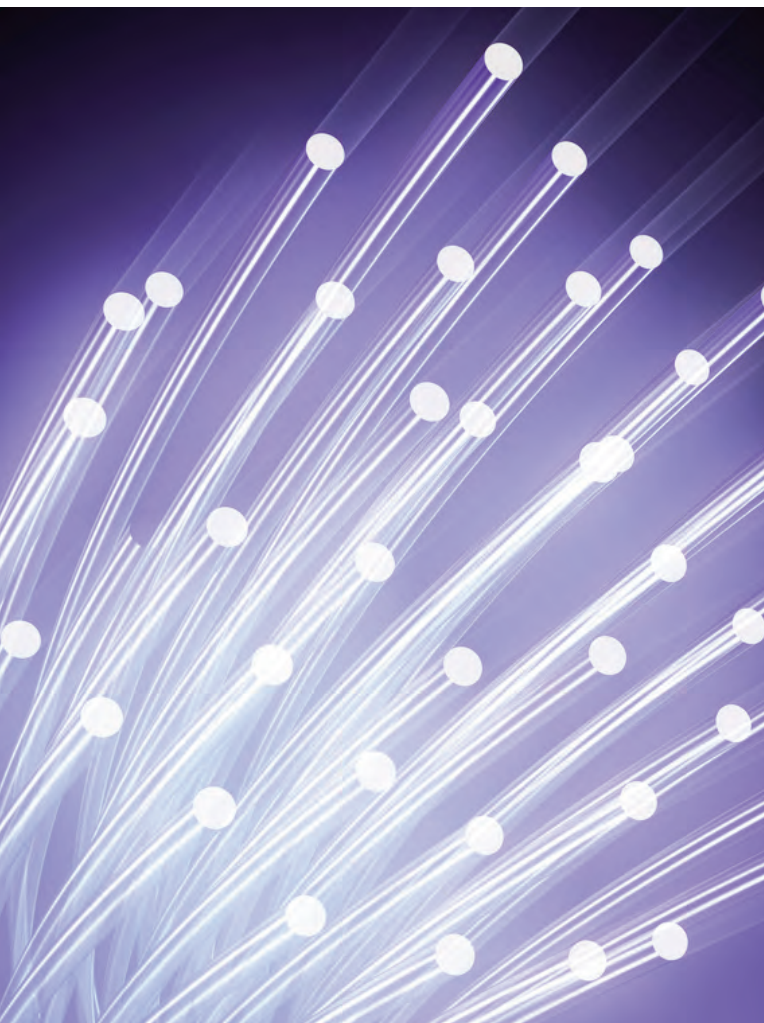




Matching business growth and social enterprise with superfast broadband



Based in Honiton, East Devon, **Cosmic** is an IT and consultancy business that provides advice, training, web design and technical support across the South West. It is a professional IT company with expertise in website design and development, social media, search engine optimisation, hardware and internet solutions. Cosmic is a social enterprise which operates as an ethical IT company, striving to achieve digital inclusion and social impact.

www.cosmic.org.uk



Julie Hawker, Cosmic's Chief Executive explains how success and growth in all areas of the business has been radically improved by the effective use of high speed, fibre broadband.

“Having delivered IT and digital services for over 17 years, Cosmic is a very well recognised and respected local business. We provide support, advice, training and policy input for the local business community. At the same time, we focus on digital inclusion projects as a key social objective.”

Supporting our local businesses

“We specialise in working with rural businesses and farming communities, and we regularly take on projects that support this sector. Through the use of digital mentors, we provide free, friendly, non-biased training, advice and workshops around technology to rural sole traders, small businesses and farming groups.

“Here at Cosmic we recognise that success and growth in our business can be radically improved through effective use of high speed, fibre broadband. Our work on websites, virtual support, training and consultancy can all be advanced and delivered more effectively as a result.”

We are also working in partnership with Peninsula Enterprise to help businesses and communities across Devon and Somerset ‘Get up to Speed’ with their IT skills and knowledge. Our Devon Digital Inclusion project offers support and training to people who are disabled, elderly, vulnerable, isolated, under-employed, or living in rural areas.

As a digital business that delivers projects, advice and service, we depend on superfast broadband to work efficiently. We use cloud storage to share documents, presentations, images and

video with both colleagues and clients, quickly and effectively. The tremendous speeds we get from fibre also mean that we can upload video to social media without affecting our other work.”

“We work to ensure that other local businesses are also able to realise the benefits for themselves, and we offer training and support to help them along the way”

Supporting our local community

“In recent years we have been keen to develop our business model. We want to make a real social impact at the same time as we achieve sustainable business growth.

We have employed seven young people under our Cosmic Digital Apprenticeship programme. We get to grow our capacity and services, and at the same time, we provide training and employment, helping address the key social issue of youth unemployment.

We are proud to have won numerous awards for the quality and social impact of our work, including the national BT ‘Get IT Together’ award at the Technology 4 Good Awards in 2013, and the Express and Echo business award for Corporate Social Responsibility.

We couldn’t succeed as an ethical business or as a social enterprise without first being an efficient professional business. Using Dropbox for file sharing has improved both our project and customer communications, boosting our productivity as well as giving clients the opportunity to become more intimately involved with their projects.”

Supporting our development and growth

“Success and growth in our business is underpinned by the effective use of high speed, fibre broadband. Our work on websites, virtual support, training and consultancy are all advanced and delivered more effectively as a result. We now upload web content, share large files, work collaboratively on designs and documents, and video conference regularly with our key clients and partners.

We used to experience a real slowdown on all our systems when our people were all working online at the same time. Since we got fibre broadband this no longer happens no matter who is doing what. It frees people to work at their own pace without interruption.

“We have noticed a large shift in our digital productivity through the installation of fibre optic broadband and the increase in speeds.”

It has enabled greater collaboration through cloud services and much better retention rates when there are a lot of members of staff in the office.”

Supporting our customers and services

“There have been key improvements in the day-to-day quality of Cosmic’s services. Our clients have noticed a sharp improvement in the responsiveness of our support services. Our technical support team can give better uptime on remote support services, and deliver faster fixes when logging into computers remotely.



In training sessions, at meetings and when we make presentations to clients and other bodies, we can now stream content. The quality is always excellent and we look capable and professional. It helps people feel more confident about using us, though the real winners are our clients and partners who see for themselves how we work and what we offer.

We are already seeing great practical benefits from superfast broadband within the business, and we look forward to developing plenty more in the years ahead. We want to continue to be recognised regionally, nationally and internationally as an exemplar social enterprise and a well-run, successful rural digital business.”

Key Contact

Paul Coles, Regional Partnership Director

Email: paul.3.coles@bt.com

www.btplc.com

Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc’s respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2014. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No: 1800000. Designed by Strata.