



CASE STUDY

Unlocking synergies in a strategic IT partnership with Tintisha Technologies

Explore the synergy between Digital Craftsmen and Tintisha Technologies—a dynamic alliance fusing cloud expertise. Grounded in ITIL4 and SIAM frameworks, the collaboration ensures efficient project management and optimum value delivery to clients like the Education and Training Foundation, South Devon College, and Highfield Group. This union exemplifies excellence, social responsibility, and client satisfaction in the evolving IT services landscape.





A fundamental challenge in the IT services landscape—seamless collaboration and efficient project and service management.

Introduction

In the fast-moving landscape of IT services, specialist managed hosting, and solution delivery, strategic partnerships between businesses can result in a first-class service for clients. Digital Craftsmen has a history of collaborating with carefully selected partners who share a common mindset about technology's role in delivering measurable value. Among these partners, Tintisha Technologies stands out as a cornerstone relationship, built over time and strengthened by a shared ethos.

Specialising in Moodle and educational learning systems, Tintisha Technologies is renowned for exceptional UX design. The strategic alliance between Digital Craftsmen and Tintisha Technologies empowers them to seamlessly merge resources, technical expertise, and skills to consistently deliver optimal value for clients.

The Problem

Challenges Tintisha were facing:

The challenge in the IT services landscape lies in the need for seamless collaboration and efficient project and service management. Digital Craftsmen recognised the importance of aligning with partners who not only possess technical expertise but also share a commitment to project deadlines, financial control, and the highest standards.

While Digital Craftsmen are cloud infrastructure management, cybersecurity and support experts, and Tintisha Technologies are specialists in Moodle and educational learning systems, our separate areas of expertise seamlessly complement each other for optimal client satisfaction.

The need for a comprehensive end-to-end solution that caters to the unique needs of clients was evident.



The Solution

The strategic alliance between Digital Craftsmen and Tintisha Technologies addressed these challenges by adopting a collective approach rooted in ITIL4 and SIAM frameworks. This approach ensured that project deadlines were consistently met, financial controls were tight, and the highest standards were maintained. Tintisha Technologies' expertise seamlessly complemented Digital Craftsmen's core competencies, resulting in an alliance tailored to deliver comprehensive end-to-end solutions.

Quote from Ian Pritchard, Managing Director of Tintisha Technologies:

“Digital Craftsmen are our 'go-to' partners whenever we need a Cloud solution. We and our clients value their extensive and detailed understanding of all cloud systems along with their professional and friendly approach.”

Trusted clients include:





Conclusion

Beyond technical acumen, the partnership emphasised a shared commitment to social responsibility, demonstrated through Tintisha Technologies' support for Gram Vikas, an organisation dedicated to improving rural communities in India. The long-term partnership has not only achieved notable client wins but has also consistently exceeded client expectations, empowering them to achieve their objectives.

The shared focus on exceptional customer service, coupled with a commitment to excellence, has created real strength and value for clients in both the public and private sectors.

Find out more about how Digital Craftsmen can help your business with bespoke hosting and cyber security services

Call or Email us on

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Alternatively, you can visit us at

www.digitalcraftsmen.com



About Digital Craftsmen

As hosting experts, we provide bespoke hosting and managed services to financial services firms looking to maximise performance and profitability without compromising data security. Since setting up Digital Craftsmen back in 2002, it has been our aim to bring the human touch to a service that is often offered impersonally and entirely online. That means we will go out of our way to become in effect an extension of your own in-house team, providing a service that is flexible, personal and tailored to your exact specification.



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