

****Service Review – Claro Tech****

By Taylor Brooks, Operations Director, Harlow Council

Partnering with Claro Tech has been a transformative experience for Harlow Council, fundamentally improving the way we operate and manage our IT services. From the outset, Claro demonstrated a deep understanding of the challenges faced by local government organisations and delivered solutions that were both technically robust and aligned with our operational needs.

One of the most impressive aspects of our partnership was Claro's proactive customer service and technical support. Their team consistently went above and beyond expectations, including answering the phone out of hours when critical support was required. This level of responsiveness gave us complete confidence that help was always available, regardless of the time or complexity of the issue. It was clear that Claro viewed our success as a shared priority rather than simply a contractual obligation.

Claro's expertise in networking infrastructure design and installation played a key role in modernising our council offices. The new infrastructure delivered excellent bandwidth and reliability across our sites, supporting increased demand and enabling staff to work more efficiently without disruption. The improvements were immediately noticeable and provided a strong foundation for future growth and digital initiatives.

Equally impressive was Claro's seamless cloud migration service. Their team carefully planned and executed our move to Microsoft 365, ensuring minimal disruption to day-to-day operations. The transition was smooth, well-communicated, and supported at every stage, allowing our teams to quickly adopt new tools and ways of working. Additional cloud services were also implemented effectively, helping us unlock further value from our technology investment.

Security was another area where Claro truly excelled. Their robust security solutions gave us peace of mind in an increasingly complex threat landscape. By strengthening our cyber resilience, Claro allowed us to focus on delivering essential services to residents, confident that our systems and data were well protected.

Overall, Claro Tech has proven to be a trusted and capable partner. We felt genuinely supported every step of the way, and their professionalism, technical expertise, and customer-focused approach have made a lasting positive impact on Harlow Council. We would not hesitate to recommend Claro to other organisations seeking a reliable and forward-thinking IT partner.