

CASE STUDY: Starting out in business



To the Point

Business: CDS Diesels
Location: South West
Type: Engineering
Staff: 1

Issues

- New startup
- Not sure regarding I.T advice
- I.T costs not budgeted
- All information store on 1 PC

Resolutions

- Single point of contact
- Proven support resolution
- Advice and Guidance.
- Disaster recovery.

Benefits

- Increased I.T availailty
- Take the worry out of I.T issues
- Proven disaster recovery.

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ASSURED QUALITY FOR IT

The Business

CDS Diesels is a local business started with the sole purpose of looking after the need of businesses requiring the expertise to look after and maintain Cumming diesel engines. These are used a lot in the maritime and generator fields.

Issues

CDS were having issues with their main PC unit which stored all the business critical systems. These included financials, email and marketing information. Upon investigation it was concluded that the hard drive was at fault and that the information stored was at risk of being lost.

The Resolution

We retrieved the unit back to our offices, where we were able to take a successful image of the failing hard drive. After checking the consistency of the data, this was then transferred onto a new unit. Checking that the PC performed as expected the unit was delivered back to the client within 48 hours.

We have continued to provide CDS with on-going break fix support and advice and guidance.

"We know that we can call and get the advice that keeps the wheels turning.

Knowing that if a problem arises we know that it's going to get fixed quickly and efficiently.

We continue to use Ostrich and would recommend the company anytime."

Steve Dyer, Owner, CDS Diesels.



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