

CASE STUDY: Moving from Break-Fix to Managed Services



To the Point

Business: Slick Systems
Location: West Midlands
Type: Manufacturing
Staff: 85

Issues

- Staff used as I.T support
- No consistency in service
- Multiple sites. Migrated users
- Increased server downtime
- World wide support not covered

Resolutions

- Proactive Managed I.T Services
- Ongoing Cloud backup
- 24*7 server monitoring
- I.T Consulting and Implementation
- Cost effective I.T procurement.

Benefits

- Increased productivity
- Single point of contact for I.T issues
- Working disaster recovery practices
- Better partnerships
- Staff are free to do their own role

ACCREDITUK
ASSURED QUALITY FOR IT

The Business

Slick Systems Seating is a world leader in the field of permanent and temporary stadium and seating systems. They have additionally created an edge guard for use within the construction industry known as SlickGuard. With business units additionally in the events and hospitality fields, Slick is a major player in it's market.

Issues

Slick had been using a local support company for all their I.T requirements. They provided an engineer to visit when something broke, increasing the downtime for the user / business. In-house staff was taken away from their own job to provide quick fixes causing frustration and additional costs. Email, paramount to the successful communication across the business was intermittent with the server being regularly offline during weekend periods.

The Resolution

Slick Systems entered into a support agreement with Ostrich I.T, which provided them with a full support service. An immediate plan was put into place to stabilise the email server and this was actioned with no downtime for the client. Since implanting, the Slick has had no unexpected downtime on their email server. Full support services were deployed to all managed devices allowing regular maintenance to be actioned with no user intervention. With remote access into the company's I.T infrastructure, support calls can be dealt with swiftly, as if an engineer was located on site. Business critical servers are monitored 24*7 with any issues being resolved before they could impact the business. Ostrich in addition has installed their Pro online backup solution, creating a stable and robust infrastructure with the safety of both a local stored backup system and other critical files stored securely off-site.

We have additionally provided Slick with contacts to assist them in their continued cost savings with their infrastructures.

"Coming from a history of calling in someone when it's broken, Ostrich's view and implementation of a pro-active support service has shown its worth many times to our business.

I would not hesitate recommending Ostrich to any organisation looking for a reliable I.T partner"

Andrew Perry, FD, Slick System Seatings.



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