

IT SUPPORT SOLUTION

The Challenge

A London based Management Consultants were having various issues with the support of their IT environment. With three months remaining of a twelve month contract they were facing an uphill battle every time they wanted a resource on-site.

The client was finding that more often than not they were having to utilise their own resources to fix recurring problems, which took the focus away from dealing with their own customers. They were also experiencing constant problems with remote working and had a number of Spam issues that were not being resolved. The client also expressed the need to have a fixed cost arrangement so they could budget accordingly.

The Solution

After discussions with the client and a considerable amount of information gathering a proposal was produced that would resolve their immediate problems and provide a support package that would meet their needs from a tactical and budgetary perspective.

The Proposal

A fixed cost per device arrangement was proposed but initially on a quarterly contract rather than a twelve month basis. This gave the client a chance to work with us before making any commitment. This solution included:

- 4 Hour, on-site support
- Unlimited telephone support
- Installation and use of remote management tools
- 24/7 Monitoring of Servers
- Phone and Web based Help desk service
- Monthly statements including incident and environment statistics

The Solution - continued

As there were various issues that existed within their IT environment and a fixed cost per device solution was required a stabilisation project was proposed. This involved:

- Fixing of known problems
- Configuration and Security assessment
- Installation of Service packs and patches
- Virus detection and removal
- Installation of remote management tools
- Standard Image creation
- Documentation of the IT environment

This process was carried out over a two week period and out of office hours where required, so as to avoid any user down-time. All system changes were pre-tested with full back plans in place in case of any unforeseen issues.

The Result

Through the stabilisation process, a number of key issues were identified and resolved. Amongst these was a new anti spam solution and a standard remote working method rather than the add-hoc solution that had been implemented. Only once the client was satisfied that their issues were resolved and we were satisfied in our ability to support the client did the stabilisation process come to an end. During this process an on-site presence was in attendance.

Once the initial bedding down period was over, the clients environment became a lot easier to support. With the help of remote management tools network and server issues were highlighted and resolved before the client was even aware. With the standard image creation, the Desktops and Laptops were far more stable and most calls were of a training nature rather than faults.