

CASE STUDIES

Client : Dental Surgery

Time as a Customer : 6 Years

Client Profile and Scenario

Our client is a dental surgery located in the West Midlands. Our client has recently increased the amount of registered service users they have. This has required our client to invest in a more robust IT solution. Their bespoke database is the most important aspect of the network, which needs to be accessible during trading hours.

Solution

We have been working with this client since the start of our business, and were one of our first clients. As they grew, the need for a greater IT Solution was obvious. Initially before we signed them up, they were using 10 PC's linked together in a Peer-to-Peer configuration. The first thing we did was to inform them of the benefits of having a central server to store the bespoke database and manage their user accounts. Within a few months the client themselves saw the impact of the solution that we had deployed for themselves. No longer were users complaining about PC's slowing down or being unable to access the database, the database was backed-up on a daily basis to ensure that they had the latest copy just in-case the unfortunate might occur. When it did, it was no problem to us, as it was restored without a hitch. The client also liked the fact that they could manage what users could access on the network.

As the dependency on the server grew, there was a need to create a greater backup solution for the client. Because the server is so important to our client, we suggested to our client that they have the BDR solution. When we demonstrated the solution, we didn't have to sell it, it sold itself. This solution is cutting edge technology, minimising the amount of downtime they might experience. The main server is backed up incrementally to the BDR device and also that data is stored off-site. If the main server was to ever fail, then the BDR device kicks in straight away acting as the main server. What they like even more about this service is that it is affordable and its completely cost justified.

Services Used :

SMS Business Continuity

SMS Gold Support

SMS Procurement

SMS Consultancy