

CASE STUDIES

Client : International Shipping

Time as a Customer : 4 Years

Client Profile and Scenario

Our client is an International Shipping company located in the West Midlands. They have been in business for over 15 years. With a majority of their business being online and in real-time, they are massively dependant on their IT infrastructure.

Services Used :

SMS Gold Support

SMS Procurement

SMS Broadband

SMS Security

SMS Offsite Backup

Solution

After being fed-up with their existing IT support supplier, our client contacted us to enquire about the types of services we offered. After a positive meeting, we gave our client a free network health check and audit. They were shocked when the results came back which highlighted major security flaws. Following the audit the client asked us to 'Right the Wrongs' in the network. We recommend our client have small server to manage the small number of computers in the business and to couple this with SBS 2003 so that they could also use MS Exchange. They were originally using hotmail accounts, which they thought lacked a bit of professionalism. This small change for our client impacted on their business dramatically. Emails were received immediately, everyone had access to the internet and their computers were no longer slowing down. What they loved about this solution was that they now had the ability to access their emails from anywhere and also they could access their computer desktops from anywhere.

With this positive impact on the business, they were only too happy to sign up for one of our support packages. They decided to go with our Gold level support package and also have our Managed Broadband product, to ensure that they had a highly reliable, high speed line to the internet. We enjoy a good relationship with our client, and recently they have signed up for a few of our new services. After a trial of our Emergency Inbox, where they can access still their emails if there is a serious issue with exchange so that emails are not lost, they have decided to sign for this. Most recently they have been impressed with our offsite back-up solution, which incrementally backs-up their most valuable data off-site in a secure data-centre.

Our client thanks us for the increased efficiency from staff and an increase in profits due to rapid business deals, all from our solutions.