

Support Case Study

Overview

A growing charity required a new network installation including cabling, computers and ongoing support.

Problem

The charity had grown extensively since its inception, and now needed to employ the advantages of a business network. They also required an ongoing support option.

There was no infrastructure in place to facilitate the network and this also needed to be supplied.

The Brief

Setup the new network including cabling and the supply of the computers.

The system needed to interact to some degree with the NHS system that was onsite so liaison with NHS staff was required.

To offer a support solution suitable for the needs of the charity

Solution

We sourced all systems and printers from DELL, as Preferred Partners we were able to offer these market leading systems at an attractive price.

This route was chosen for the hardware due the known reliability of the systems and the backup of the onsite hardware warranties.

Our experience with Dell and their support engineers has been very positive; we have many Dell servers in the field and have the utmost confidence in their ability.

The data cabling was done by our own engineers and conformed to the hospital policies.

As Microsoft Certified Partners we were ideally placed for this charity as we could offer the Microsoft software at considerable discount for Educational or Charitable establishments.

Support took the form of an **all inclusive package**, as a charity they felt it is better for them to be able to budget a single monthly payment which caters for all eventualities and has a guaranteed response time to suit.