



Case study: Full Time IT Support Contract

Chelmer Training provides work based learning for residents in Havering, Barking, Dagenham and Redbridge districts. Their “in-house student facilities provide the perfect environment for learning which is complimented by experienced, friendly tutors.

Requirements

Chelmer Training has a network of 60+ workstations using a Windows 2003 Server. Workstations are used for training students and there is a separate administration department within the building. Full time IT support became an essential requirement due to the ever increasing size of the organisation, so Chelmer Training approached Our IT Department and asked us to look after their network on a full time basis.

IT outsourcing with Our IT Department

Our IT Department proposed a full time IT support contract which covers the entire network at Chelmer Training, this contract covers all hardware onsite including the server, workstations, all peripherals onsite. The entire network receives unlimited telephone and remote support, plus on-site engineers attend site when required to fix any faulty equipment.

Additional requirements to the contract

At the client's request, a scheduled site visit has been added to the support contract, this site visit is conducted by an IT engineer every week in order to carry out client requests and onsite maintenance. A support engineer was selected as Chelmer Training's personal Account Manager so they can become familiar with the network and the staff onsite; this has allowed an excellent working relationship to grow.

Working closely together

Chelmer Training has been an Our IT Department client for over 4 years. During this time we have acquired a fantastic knowledge of their network and a full understanding of what they require from their IT. Our Project Managers have planned and implemented a full upgrade of their entire network infrastructure and a great working relationship has been formed.