

case study

Northamptonshire Chamber



Founded in 1917, Northamptonshire Chamber delivers an array of support services to businesses across the county.

With over 1300 active members, Northamptonshire Chamber prides itself on being the first stop for businesses of all sizes, offering advice and support on everything from sales & marketing, training and legal issues to recruitment, finance and export assistance.

“Since working with acs, we’ve already seen a huge increase in system uptime.

Our network is more reliable and we have the security of knowing we won’t be hit by unexpected IT costs.”

???? Northamptonshire Chamber

Northamptonshire Chamber was keen to continue providing a first class service to its customers while ensuring it achieved this in the most cost effective manner.

With these factors in mind, Northamptonshire Chamber contacted acs who, following a comprehensive audit, recommended a consolidation exercise and network simplification which would continue to utilise a large percentage of the Chamber’s existing infrastructure.

PIC (Pro-active Information Centre) Managed Service remote monitoring and resolution technology was demonstrated by acs’s engineers and a 3 year outsourcing agreement was chosen. This ensured that Northamptonshire Chamber would enjoy dramatically increased system uptime and improved productivity.

The Chamber’s original engineer joined the acs team via a TUPE transfer scheme and was assigned to the project with both parties agreeing to strict response and SLA times. Further to this managed service, a remote mobile collaboration solution was installed.

Industry

Professional Services

Size

30 users

Challenge

To improve system reliability & scalability through a cost-effective outsourcing agreement

Solution

To consolidate and simplify the network while keeping costs down by utilising a percentage of existing infrastructure

Key services

- Audit, planning, design and installation
- PIC remote infrastructure monitoring
- Desktop support services
- Data telecomms provision
- Project management
- Datastore365 online back-up
- Pro-active security management
- TUPE transfer

Results

- Reliability increased by 70%
- Improved communications and agility
- Increase in productivity & efficiency



part of the acs solutions centre team

acs office solutions sharing the value of partnership

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