



Case study: Field IT Support



Associate staff get the support they need

A top London-based HR consultancy delivers its expertise all over the UK and increasingly in Europe. This expertise is often provided out in the field by “associates” – self-employed professionals contracted to the company. These associates rely on the company’s IT in the field to complete projects on time and therefore earn their fees.

Associate Support:

- Standardised, high quality laptops
- A fast, efficient hardware fix/replacement process
- High quality remote IT support
- Reliable centralised IT services
- Hardware and software asset management

The problem

The HR consultancy had outgrown its simple “office-based” model for IT management. Two or three associates based in and around London had expanded to a network of associates operating across mainland Britain and Ireland.

The company now had a primarily remote workforce, serviced by an IT model designed for office-based staff.

This created the following IT issues:

- IT services such as email and CRM needed to be capable of remote working.
- Hardware fix/replacement needed to be available nationwide on a next business day basis.
- Remote support for software and configuration issues.
- Better management and monitoring of remote IT assets.

The solution

The customer needed a new IT support model, capable of supporting an organisation where the majority of users were not in or near the office. In addition ITS simplified the local IT requirement so that IT still worked even if no-one was in the office.

To achieve this ITS implemented the following:

Remote working

- Standardised on new lightweight Dell laptops.
- Deployed BlackBerry handhelds.
- Remote version of ACT deployed.

Simple office IT

- Upgraded existing server infrastructure to a more capable and reliable hardware platform.
- Moved from tape back-up to fully automated offsite backup. Backups now work when no-one was in the office.