



IT support for people not computers

With staff working all over England and Wales, one Venture Capital fund relies on ITS to keep everyone connected. Staff can access central IT services through a variety of methods: onsite at regional offices; remotely from client sites; from home via VPN; on the move with BlackBerry, iPhone and webmail.

The problem

Although the client had invested in a robust multi-server platform spread across multiple sites, many staff had difficulty accessing the IT services outside of the head office. This was due to poorly performing remote technology and lack of helpdesk support.

In addition, the internal staff co-ordinating the IT found their provider was not taking ownership of issues.

In turn these technology problems arose:

- Remote access to files outside of head office was too slow or just not practical (even from branch sites)
- The email platform was not powerful enough to support internal and external users
- Staff tended to ignore remote working or implement their own solutions to IT problems.

The solution

ITS changed the organisation's data network to provide better data access for branch and remote workers. Weak points within the current infrastructure were identified and upgraded.

The client recognised that staff support was vital and worked with ITS to provide a regular weekly IT clinic so both onsite and remote staff could "drop-in".

Remote working improvements:

- Upgraded existing email and BlackBerry servers to a more capable and reliable hardware platform.
- Upgraded internet access in all sites to support better remote access.

Better staff support:

- ITS take ownership of all IT issues, and ensure remote staff are supported.
- A weekly IT clinic to allow remote users to "drop-in" as they attend head office meetings.

Nationwide Venture Capital Company:

- Central support for server infrastructure.
- Full IT support service for nationwide staff – software and hardware.
- A single supplier for support, internet access and cloud services.
- Drop-in clinic to help staff with minor IT problems.
- IT procurement and installation