

Trust Systems Steppes up support

Client profile

- A highly successful business providing bespoke holidays to a range of clients worldwide.
- Operating from 1 main office location in the Cotswolds, all of the sales team have 1st hand experience of each location, understanding the best places to stay, to see and to get there.

Background

Trust has worked with the client for several years now, providing 1st and 2nd line support in addition to consultancy services. The office has around 40 employees based in Cirencester and like most businesses of all sizes, rely heavily on efficient IT systems. This size and reliance on the systems leaves the client on the cusp of almost needing in house IT but not enough to justify the expense, so outsourcing the IT to Trust makes absolute sense as we have the skills and resource to ensure that the housekeeping, support and future technology exceeds the client expectations at less than half of the cost of only one in house employee, with one set of knowledge.



Key issues

- *High demand and reliance on IT systems*
- *Limited budget*
- *A need for in house user training and support*
- *Limited in house knowledge*

The solution

The solution was simple, the client now concentrates on running their business and we concentrate on making sure that their systems allow them to run it.

How do we do it?

At Trust we tailor our support solutions to meet our customers needs, this is done by selecting modules as will be required.

Reactive support :- An agreed list of systems/devices are supported either by telephone, remote dial or onsite at the request of the customer

Proactive support :- An agreed list of systems/devices and sensors are *monitored* for availability and failure, this allows us to be informed and react 24x7x4 of any issues commonly before the client knows.

Scheduled remote :- At agreed intervals/times a Trust engineer would remotely connect to the customer systems to perform maintenance and housekeeping tasks

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Scheduled onsite :- At agreed intervals/times a Trust engineer would attend customer site to perform maintenance and housekeeping tasks

Prepaid credits :- Customers can buy discounted services credits in advance for use throughout the year. These can be used for a range of professional services as required by the customer.

Hardware maintenance :- Trust offer hardware maintenance for a broad range of vendor hardware across the UK and Europe. We also provide managed contracts via main vendors such as IBM & HP, or using Cisco Smartnet, IBM ServicePac, or HP CarePack.

Skills covered : - IBM Power i, Wintel, Microsoft, VmWare, Cisco, NetApp, Symantec, Juniper, Riverbed.



About Trust

Trust Systems are a privately owned limited company based in the South West of England, working with businesses from all sectors across the UK including education and public sector.

Trust is split into distinct solution sets, based around Networking, Servers and Storage, encompassing all areas of IT infrastructure, working with clients to build long term relationships and trust.

As a vendor independent reseller we work with some of the worlds most respected vendors to ensure that our solution portfolio provides our clients with the best solutions to address their business issues. Trust's technical team are tasked with diligently assessing the most pertinent product sets from the range of vendors leading the market.

For fast incidental purchases Trust have a fully operational eCommerce site, enabling clients to browse, click and buy online paying by card or credit account, with over 100,000 products available

Strategic Partners

Servers

IBM, HP, DELL

Storage

NetApp, IBM, HP

Networking

Cisco, Juniper,
Force10, Riverbed

Software

Microsoft, Symantec,
Doubletake, VmWare

Maintenance

Covering tailored or packaged services from all of our partners in addition to tailored 3rd party services.