

case study

Life



Registered charity, LIFE, provides help and support to thousands each year. With core services including Care, Education and Housing, LIFE offers free confidential information and counselling as well as practical and financial help.

To improve communication and system performance, LIFE asked **acs** to integrate two offices creating a central environment for 30 static users and an additional 20 remote workers.

Further to this, LIFE was looking to improve system reliability and scalability to ensure maximum uptime as well as introducing a state of the art phone system to meet their growing needs.

“Working with acs enables us to focus on our priority-supporting our clients.

Our engineer is friendly, knowing our systems better than we ever could and our finances have improved too as we are no longer hit by unexpected IT costs.”

Darren Nicholas, LIFE

To address this, LIFE met with service specialists from **acs** office solutions who conducted a full 2 day audit before advising on the best solution to improve efficiencies and reduce IT costs.

As a Gold Partner, **acs** adopted Microsoft’s ‘traffic light’ system to identify strengths and weaknesses in LIFE’s existing infrastructure and systems. Following the audit, **acs** recommended a one year managed service agreement with constant infrastructure monitoring to ensure system uptime. This would see LIFE assigned with their own dedicated engineer and an agreed guaranteed response time of between 4 and 8 hours.

Through the combined implementation of the new IT and phone solutions, LIFE has enjoyed improved system performance enabling the charity’s help desk to spend less time on IT issues and more time supporting its clients.

Industry

Charity

Size

30 static users with 20 remote workers and additional remote offices

Challenge

To integrate 2 offices into 1 new central office and to improve system reliability and scalability

Solution

To install new core infrastructure and deliver a managed services solution along with a new telephone system

Key services

- Planning, design and installation
- Remote infrastructure monitoring
- Desktop support services
- Telecomms provision
- Project management

Results

- Reliability increased by 70%
- Improved communications and agility
- Increase in productivity
- Efficiency gains



part of the acs solutions centre team

acs office solutions sharing the value of partnership

acs house, oxwich close, brackmills, northampton, nn4 7bh call 01604 704000 fax 01604 704001 click www.acs365.co.uk