



## Case study: Full Time IT Support Contract

[www.directcarvaleting.co.uk](http://www.directcarvaleting.co.uk)

### Requirements

Server support was required to ensure that their existing Windows server infrastructure and network was available at all times. Downtime is not an option for Direct Valeting as they rely heavily on their IT infrastructure in order for their business to run efficiently at all times, and has no internal IT department. A review of security systems and remote access was required as a new systems had been developed that required all their clients to access Direct Valetings' system remotely.

### IT outsourcing with ARC IT

After an initial consultation meeting, ARCIT proposed to supply and install a managed WatchGuard firewall in Direct Valeting Stoke-On-Trent office to replace the existing hardware. The firewall is managed by ARCIT and any changes or configuration changes can happen immediately. We recommended a support package that allows ARCIT to perform preventative maintenance and monitor the servers 24x7. Server issues will be responded to within 2 hours if required. Regular technology reviews take place to ensure that ARCIT understand the needs of Direct Valeting now and in the future.

### Results

Direct Valeting now have a secure support IT infrastructure, confident that there data is secure and their servers are constantly being monitored. This gives them piece of mind that they have someone to call on should the need arise. Direct Valeting are now in a position to carry on with their expansion plans, knowing that their IT infrastructure can grow with them.

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