



Case study: Full Time IT Support Contract

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RKW is the trading division of **Sutton Venture Group**, was founded in 1989 and is now Europe's number one professional leisure and electrical distribution company. Through their offices in the UK, Hong Kong and mainland China have over 100 users.

Requirements

Provide IT Consultation on all aspects IT and provide expertise to their existing onsite IT staff. ARC IT proposed a full time IT support contract which covers the entire network at RKW, this contract covers all hardware onsite including the server, workstations, and network related equipment. The entire network receives unlimited email telephone and remote support, plus on-site engineers attend site when required to fix any faulty equipment.

IT outsourcing with ARC IT

Need extension to existing IT department to support growth and fast paced environment, where an understanding of the needs of the business moving forward is required. Review existing infrastructure set up and storage solutions

Results

Working with this client has provided us with many IT Support challenges. We established all the hardware and IT infrastructure at all the locations, providing the equipment as required and providing basic IT training for the staff members where required.

Fully supportable and documented system is now in place. Systems are all monitored remotely 24/7 and can be securely access by key staff worldwide. ARC IT have taken control of licence management to reduce cost and actively seek alternative pricing. Server consolidation and addition storage was put in place to ensure continued growth and resilience.

Being proactive whilst considering the cost implications of any suggestions is something that is necessary for this client. ARC IT provides proactive IT support and also provides suggestions on infrastructure improvements and review existing IT.

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