



## Case study: Full IT solutions and fully inclusive support

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### Requirements

Provide full IT support solution to Communications Company, including server, firewall, adsl, website, spam filtering and fully inclusive IT support. Also offer a consultancy service on BlackBerry server services to their existing and potential clients. The Consultancy Group relies heavily on their IT systems in all day to day tasks, whilst enjoying rapid growth. TCG's ever changing needs required a solution where a fixed monthly payment for all support and additional IT services would be required

As the company grew so did the need for a new IT system. TCG used a workgroup-based network in its head office and site offices. They could not trust its reliability and security and often had problems with Virus and Spyware and more importantly, they had no backup solution. ARC iT was initially called in with IT Support issues as they could not rely on their current supplier. We were then instructed to come back with a proposal on how best to resolve the issues and improve the network overall and bring it up to date

### IT outsourcing with ARC iT

ARCiT installed a custom built Small business server premium edition with redundant power supplies and a UPS to protect against power failure. The server will be responsible for handling all emails, documents and backups. It would also control access level individually for each member of the staff and departments. The ISA server also monitored and recorded staff internet usage, this helped improve production dramatically. For protection against both Spam and email Viruses TCG email was filtered by ARC iT before being collected. For added security from external threats and secure VPN and remote access a managed WatchGuard firewall was installed.

### Results

TCG now have a managed small business server, managed firewall, managed ADSL, managed spam and virus filtering, managed VPN and IT support for one monthly fee. ARC iT are there sole IT provider, providing one point of contact for every IT need.

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