

case study

Underwoods Commercial



Underwoods offers a depth and breadth of experience, coupled with a personal service, and deals with all aspects of commercial property services for all types of property - for many local businesses and national clients alike, priding itself on delivering the highest level of customer service.

As the **acs** solutions centre was providing break/fix maintenance for all the equipment on the company's network, quarterly review meetings were held to explore opportunities to further improve Underwoods' systems.

Underwoods found it was spending valuable time managing employee's day to day I.T. issues; time which could be better spent focusing on its core business. **acs** considered the company's needs and tailor-made a managed service solution to address the problems faced by Underwoods.

To minimise disruption, **acs's** solutions centre and cabling divisions worked outside of office hours to replace the core infrastructure, including new managed switches, servers and firewalls. A Cisco firewall platform was installed to increase security and provide anti-spam and anti-virus protection. In addition, a thin client terminal services solution was rolled out to increase productivity and standardise on user policies which created a substantial reduction in service incidents.

Underwoods now benefits from the **acs** solutions centre proactively remotely monitoring their system every moment of the day. Utilising the latest network management tools, potential issues are identified and resolved before systems are affected. Both parties are working to achieve a 40% gain in productivity to allow Underwoods to focus on driving its business forward.

Further to this, Underwoods continues to work closely with **acs** on I.T. product upgrades and furniture projects.



"Thanks to you and your team for all your efforts over the weekend (and in the build up) to get us up and running with our new managed services system – a fantastic job."

Craig Mattocks
Underwoods Commercial

industry

Commercial Property

solution

Deploy pic to pro-actively monitor the network and automate daily tasks, while providing support and advice through highly trained technical engineers.

benefits

- Increased focus on core business
- Partners have more time
- More IT stability
- Increased productivity
- Better security / peace of mind
- Platform for Growth
- Reduction in Service Incidents

To learn more visit www.pic365.co.uk

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