



Case Study #3 — In Safe Hands: Hughes Safety showers



AMITA
Managing IT for you



The network consists of approximately 30 users with a variety of clients that have been constructed in-house or purchased from various vendors. All now running Windows XP Pro and connected to a Windows NT 4 Domain based network running Proxy Server for Internet access and Exchange 5.5 for mail.

An internal application running on Microsoft Access is the main business application and this has serious performance issues. Lack of server based disk space and servers approaching 5 years old meant that applying solutions to the existing kit would be expensive and a short-term solution while business requirements would be unfulfilled.

Chris Fletcher, Group IT Manager explains. "The technical staff at Amita installed the original network five years ago and since this has run without hardly a blip in that time, it wasn't a difficult decision to ask them to look into the new one."

"We have lots of requirements, including web based applications and the improvement of the internal system alongside keeping the stable network available for the user base. Amita saved us a few thousand pounds in web costs in the first five minutes of our initial conversation, explained all our options and the implications of each one allowing us to make an informed decision on the way to go."

Darren Astles of Amita. "Due to the space limitations we decided to go for a rack solution. While these are typically more expensive than "standard" tower servers, they free up valuable office space that was a requirement here. The remit was to look at cost savings and implement a new stable network to give us the platform for the imminent business requirements."

"Because Amita is a Dell VAR (Value Added Reseller) and do a substantial amount of business with Dell as a whole, we attract discount. This meant that we could implement the server solution and as we normally do, pass on that saving to our client.

When we then looked at the clients and it was decided to investigate replacing them all we arranged for the Amita discount to be applied to this also and provided the options for Hughes to decide. It doesn't matter if the procurement is outright or via Dell's leasing, our discount is available."

Chris explains the comfort factor. "We had a potential problem I was unaware of where one of the disk drives was low on space. The server monitors this (apparently) and had sent an email to Amita that was passed on to the support teams mobile phones. When I came in the office on Monday I had an email telling me the potential issue had been resolved the previous day (Sunday), remotely by Amita."





About Amita

- Describe Amita in one sentence.

An IT Department in a box.

- And a paragraph?

All the skills of a corporate IT department from support through development, discounted hardware and software, advice, backup, business continuity options and web hosting with all our skills and services at the same flat rate. Flexible payment plans ease the burden and enable easy financial planning with credit options available. We only provide what we can support and in most cases use the technology ourselves.

- What size are your clients?

From more than one PC to around a hundred with multiple servers. Our typical client probably has 25 users. All clients have access to the same breadth of skills at the same rates. We do not charge different rates for different services. All skills are available at the same rate and that is a core part of Amita's offering.

- How long has Amita been established?

The company was founded in 2003 and has decades of experience as it's staff have worked in every aspect of the industry from manufacture, IT departments, previous support companies and as end users so we have an understanding of the industry from every facet.

