

IT JUST NEEDS TO WORK

Case Study # 1: Pain-free productivity boost for video firm

The services of Forget About IT have enabled video company Riverhouse Productions to focus on business productivity instead of worrying about IT downtime, loss of data, internet and e-mail.

Established in 1982, Riverhouse quickly outgrew its first 'DIY' network; a self-managed architecture which failed to keep pace with a developing enterprise. Seeking dependability and better use of skilled staff, MD Colin Webb turned to Forget About IT.

"Speed and functionality is important," he noted. "but above all my network needs to be affordable, reliable and hassle-free."

Forget About IT's modular service means crucial server functions - file, applications, email, etc - can be mixed 'n' matched according to business growth. Rolling upgrades are seamless and often invisible; Riverhouse's last major operating system upgrade was delivered - remotely - within 37 minutes.

Forget About IT's 3-layer disaster-avoidance procedure, with servers configured for maximum protection against internal and external threats, reassures the company that its data is secure and backed-up. Riverhouse also values the flexibility of paying via direct debit, reducing administration and providing fixed and predictable monthly costs to help cashflow.

Colin Webb is delighted. "Forget About IT has helped Riverhouse gain maximum benefit from our local area network," he says. "If I need fast, reliable IT support, it's at the end of a phone - and my key people can get on with their business priorities."

Last updated: Thursday, 29th January 2009, at 21:30:30