

Ascot Design choose eyre solutions to provide the **Gold Support Service to their team of Architects and Design Technicians**

Quick solutions to IT problems and the use of new technologies becomes the blueprint for Ascot Design

Background

Ascot Design is an architectural consultancy, providing bespoke planning and design services to a range of individual and commercial clients across the UK. A combination of advanced Computer Aided Design (CAD) software, highly experienced architects and a team of skilled design technicians, delivering to a demanding and fast growing client base, places a heavy reliance on their IT equipment.

Past experience with IT support providers ranged considerably from disinterested contracted engineers to expensive ad-hoc callouts from small, local IT companies, but at no point had any provider offered to 'own' the IT infrastructure, to ensure consistency of service to all staff and for all equipment. Additionally, Ascot Design wanted to take advantage of the latest remote access technologies, and improve their disaster recovery (DR) plans by re-addressing their data backup regime.

Solution

eyre solutions provide the Gold Support Service to Ascot Design, delivering prompt responses and quick fixes to any issues, as well as pro-active support to prevent problems occurring. Through signing up for the Gold Support Service, reassurance was found in having eyre solutions' expertise taking care of IT, leaving staff to concentrate on growing the practise.

Previously, Ascot Design were working with an old fashioned 'tape' based backup solution that proved to be complicated, unreliable and time consuming. Additionally, no tests had been performed on the ability to restore from the tape backups in the event of a disaster or loss of data. Because Ascot Design generate a considerable volume of CAD file data, the solution also needed to be able to accommodate many gigabytes quickly and efficiently. By implementing an easy to operate 'one touch' disk based backup system, with rotation of disks offsite on a weekly basis, eyre solutions cut the time taken to make a backup copy from many hours to less than sixty minutes, and with the reassurance that data could be restored as simply as selecting a file and copying it from the backup disk to their network server if required.

Remote access to the office has been another great success. Staff can connect from laptops or desktop computers at home, via their broadband connection, and work just as if they were sat in front of their office PC. They can respond to e-mails or complete outstanding tasks without having to beat rush hour traffic on returning from client sites, or over the weekend.

Mr W.J., Managing Director of Ascot Design, comments *"eyre solutions are great at understanding our need for prompt service. Our clients often have deadlines to meet, with failure to do so sometimes incurring financial penalties, so when one of our staff has a problem, we can often become the bottleneck in the process. It's great to know that a phone call or e-mail gets answered quickly by an engineer who can remotely connect to our computers and fix them there and then, or come running with a replacement PC just in case. There is nothing worse for us than not knowing when a solution to a problem will be found, or being fobbed off with some technical jargon, so eyre solutions come as a breath of fresh air. We now find that our use of IT really does add value to our business, rather than being a necessary evil. In fact, we think that eyre solutions have found the answer to the IT needs of the SME community – fast responses, experienced engineers, honest service and cost effectiveness – a winning recipe for us!"*

Reference calls are available – please contact us for details

eyre solutions is a leading Thames Valley based IT helpdesk and support services provider, with a passion for customer service. Contact us today to discuss your needs – 08000 HELPS U (08000 435778), e-mail info@eyresolutions.com. For more information, please visit our website - www.eyresolutions.com

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