

Upgraded IT solutions boost business offering

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Jane Wheeler, Business Manager at CyDen.

Client

CyDen

Profile

CyDen is the leading developer of innovative products for light-based beauty and health treatments. Founded in 2002 in Swansea, Wales, the company is spearheaded by four renowned pioneers in light-based therapies. The company unleashed the potential of light based therapy and has led innovation in this field ever since. CyDen developed a patented ‘square pulse’ technology for use in professional clinics and spas and the iPulse hair removal device for use at home.

Issue

CyDen secured investment from private equity firm Longbow Capital LLP, which allowed the company to upgrade its manufacturing and marketing functions to embark on international expansion. With expansion came the need to assess the company’s IT infrastructure to ensure that services run at an optimum level during the company’s growth period. A review of the company’s existing IT systems flagged the need for a more rapid response time, increased service levels, more effective systems and enhanced training and support on technology and databases to ensure increased business efficiencies during the growth period.

Solved

Due in part to glowing testimonials from existing clients, Quiss secured the CyDen’s contract. Following an in-depth review of CyDen’s IT infrastructure, the Quiss team recommended installation of Windows® Small Business Server 2008, which includes the Windows Server® 2008 operating system, Microsoft Exchange Server® 2007 and Windows Server Update Services in one integrated package. Competitively priced for small business budgets, this solution provided CyDen’s staff with the time and mobility required to develop new business opportunities while managing current customer requirements. Upgrading to this system provided CyDen with a business solution to meet its new communication, collaboration and customer management requirements.



The new infrastructure also incorporated a SonicWall SSL Virtual Private Network (VPN) offering which gave the firm an encrypted, reliable and intuitive means of accessing the network. This not only provided administrative time-savings – leading to swifter response times and improved service delivery – but also ensured improved and reliable server stability.

CyDen’s staff needed remote access to company computers when out of the office, along with more robust communications and collaboration capabilities which would help them improve operational efficiency and meet customers’ needs more effectively. Installation of Microsoft® Exchange Server-based Outlook® Web Access and remote connectivity supplied by Remote Web Workplace enabled communications and operations from any internet connection, including portable computers and mobile phones. This means staff can now securely access company mail, calendars, shared information and their own PCs, with the potential to increase productivity from home or remote offices. By using Terminal Services on a secondary server, users can access a Terminal Services desktop and use business applications via a secure, encrypted connection.

“We reviewed a number of outsourcing companies throughout the selection process but eventually chose Quiss for the job as they sold us ‘the dream’. Having access to highly qualified IT support when we need it is crucial. Quiss provides us with a one-stop solution customised to the changing needs of our business.” Jane Wheeler, Business Manager at CyDen.