

Enhanced IT support delivers peace of mind

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Thomas Sodhi, Group IT Manager at Lexia Solutions Group.

Client

Lexia Solutions Group

Profile

Based in Leeds, Lexia Solutions Group is one of the UK's leading environmental compliance and risk management providers. Lexia is a holding company for five companies: Rhodar Ltd, Life Environmental Services, Thermac (Hire) Ltd, Bagnall UK Ltd and Life Environmental Services. Each business is a stand-alone limited company but increasingly they work together on projects, offering clients seamless project management and improved lines of communication.

The company's diverse expertise covers everything from asbestos removal to demolition and environmental consultancy services to specialist equipment hire.



Issue

It became apparent that as the separate businesses developed closer working relationships, the management teams would benefit from the best possible IT systems to streamline communication between the various companies and staff. It was deemed that response times from in-house IT teams were slower than required for the pace of growth and the most immediate issues were often not regarded as top priority.

Lexia's ambition is to continue to grow its existing businesses and take the same high levels of professionalism, quality and customer service it currently delivers into new areas. A seamless IT system with exceptional support was highlighted as a key requirement in turning this ambition into reality.



Solved

Quiss undertook a complete IT audit to analyse the current systems and to highlight the most immediate areas of concern. Like many other IT departments, it soon became apparent that the majority of Lexia's time was being spent on server administration.

To optimise the company's current IT processes and systems, Quiss proposed a complete network management and administration package. Once the benefits of the Quiss support package was understood and the contract agreed, they were able to configure, monitor and maintain an efficient, secure network, to ensure user support requests are kept to a minimum. This process is designed to deliver a stable, functional and risk-free network environment. Quiss also help Lexia keep down on-going IT costs, by removing the need for any additional IT personnel to be employed on-site.

Upgrades, server maintenance and system optimisation are just some of the advantages to this comprehensive package. The remote server administration facility allows the support teams to deal with any concerns quickly and effectively, whilst also providing staff with the most up-to-date system possible. Quiss also work hard to minimise spam and keep anti-virus software current and responsive to new threats.

Any major issues like fire, flood or terror threats that disrupt the IT systems of any or all of Lexia's businesses would create severe problems for their customers, given the time sensitive nature of much of the company's work. Wisely, Lexia Group has a robust disaster recovery policy in place, which involves the use of a Quiss Disaster Recovery Suite if necessary with our specialist recovery team helping every step of the way. Quiss offers Lexia unrivalled recovery times, with hardware



commissioned, operating systems loaded and disks configured within seven working hours. Therefore the business can be up and running within 24 hours from disaster notification.

“I inherited the contract with Quiss from a previous employee and stuck with them initially, for continuity. However, their professionalism has convinced me to work with them for five years. By having 24 hour support and security we have a very real sense of confidence in our IT systems and indeed in Quiss; they also provide disaster recovery services which is essential for our business to retain its functionality whatever happens.” – Thomas Sodhi, Group IT Manager, Lexia Solutions Group.



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