

Boosting staff productivity through world-wide remote access, 24/7

“The service Quiss delivers is an excellent fit with our organisation. Quiss has become an extension of our organisation...”

Carl Heathcote, UK Managing Director of PERI Ltd.

Client

PERI Ltd

Profile

PERI is the biggest provider and manufacturer of formwork and scaffolding systems in the world. The UK wholly owned subsidiary distributes their products in the UK and Ireland, through a network of nationwide depots and design offices. PERI currently employs more than 160 people in the UK, with a global turnover in excess of €900 million.



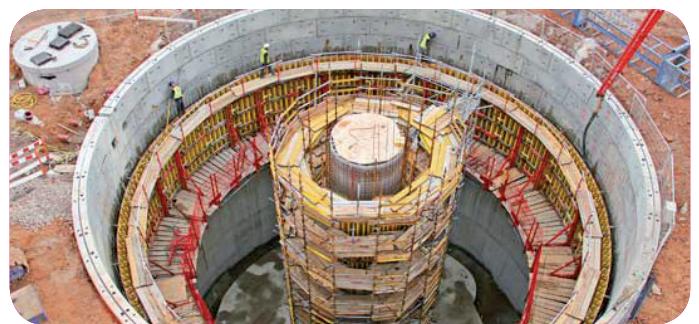
Issue

PERI is a growing business, requiring a variety of IT skills, but without the necessary IT personnel to deliver a problem-free service. Developing the IT systems in line with the business objectives was seen as a problem and a long-term, future-proof solution was sought.

Solved

Despite early reservations about outsourcing the supply and maintenance of their IT, once we explained the benefits of ‘Works - our total managed services package - PERI was happy to agree a contract. Service Level Agreements that include guaranteed response and fix times backed up by financial penalties, should quarterly performance targets not be achieved, gave PERI real peace of mind.

Once we had analysed all of PERI’s current and future business



IT requirements, we provided and commissioned a new hardware and software infrastructure. This was achieved at four offices over one weekend, much to the company’s surprise, in our bid to keep disruption to a minimum wherever we work.

Choosing ‘Works’ removed the need for PERI to have an internal IT resource, with network administration, helpdesk and onsite support all part of the solution. Works also includes on-going consultancy and project management to ensure our service reflects the changing IT requirements of PERI as they drive business growth. As part of this growth, a new Bristol office was acquired and subsequently securely connected to the company’s Wide Area Network.

We have worked closely with PERI to introduce new mobile communications technologies, to cope with the large number of mobile users the business has, allowing them to access work files from anywhere in the world.

The Works package helps PERI keep track of costs, as the investment needed per user is known and fixed. The standardisation of hardware and software, together with a separation of functions across additional servers has delivered a stable and reliable IT environment.



With a large CAD user base, we paid particular attention to ensuring a stable standard build and installing appropriate hardware.

Disaster recovery and business continuity forms an important part of the overall solution. We document the entire infrastructure, formulate full recovery procedures and undertake a complete Disaster Recovery test of all systems during the course of any Works contract. We also share best practice information with PERI to help reduce recovery times in the event of a real incident.

Another fundamental element of Works is the delivery of IT training for PERI staff, helping new starters and more experienced staff with all standard Microsoft desktop applications. We have also undertaken development work to automate the production of standard documents and forms within the organisation.

Our contract has been renewed more than once, as PERI begin to appreciate the real benefits our service has delivered to their business, beyond the more obvious IT problem solving.



Quiss Technology plc

London Office
020 8427 6738

Midlands Office
01827 265000

Email: enquiries@quiss.co.uk
www.quiss.co.uk