

Case Study - H. Young Holdings plc

Support Plus ensures confidence in IT systems

Background

H. Young Holdings plc sources, markets and distributes brands, primarily to the retail sector. The group's businesses employ over 500 people with annual sales in excess of £100m.

They operate in several sectors including sports and leisure, automotive and electronic components and many of their major customers are household retail names. They also supply thousands of independent retail businesses across the UK. Their businesses operate autonomously, with a group headquarters providing central support functions.

The small group headquarters had limited off site IT support which was inflexible and sometimes resulted in a delayed response to technical issues. Judith Hallinan, the Facilities and Services Co-ordinator felt that the head office needed a partner that could offer specific site network knowledge and, in addition, provide a fast and effective response to all their hardware, software and user problems, including areas where they may lack expertise, such as emerging new technologies. There were compelling arguments from both a consultancy and support standpoint.

H Young has been a customer of Quiss Technology for a number of years as we provide Hardware Maintenance services wherever they may have a requirement throughout the UK mainland and Ireland. As response and fix times have always been good across all of their sites, they have always been very happy with the level of service received although they now needed a more enhanced type of support. They also wanted to be confident that their network was robust and future-proof and to reap some of the benefits of the latest technologies.

Solution

Judith discussed the new requirements at group headquarters with her Account Manager. He

“Quiss provide a reliable and friendly service”

Judith Hallinan - Facilities and Services Co-ordinator,
H. Young Holdings plc

suggested that the 'Support Plus' package was the ideal solution to their problems as, in addition to the traditional hardware and software services, the contract started with a full network optimisation programme documenting all areas of network activity and targeting for improvement any problem areas or systems that would benefit from further enhancement. This would ensure a stable, functional and risk free environment moving forward and costs could also be saved as there would be no need to employ additional internal IT personnel. Knowledgeable helpdesk staff and account managers would be on hand to offer advice on any new issues that came to light with remote support and field based technicians to implement the appropriate services and resolve technical issues.

Once agreed, the contract began as promised with a full audit of the IT system to enhance the network and ensure its future stability, making relevant changes to





security and ensuring comprehensive data backups were taken. Secure remote support links were provided to ensure faster support to users.

Quiss now provide Helpdesk facilities for all H Young head office personnel, hardware and operating system support on all servers, workstations and peripherals, Microsoft applications support and 'end to end' management of bespoke applications through liaison with third party software suppliers.

Under the umbrella of the 'Support Plus' package, HYoung has also taken advantage of additional consultancy and implementation services from Quiss, including:

- A project to integrate Apple Mac users into the Windows environment with full file sharing and email facilities backed up by RAID (redundant array of inexpensive disks) technology. Effective translation of all file names and structures between the different operating systems was ensured.
- The implementation of a secure remote network access solution utilising VPN (virtual private network) connectivity for users who need to work from home.
- Miscellaneous cabling services for the network.

Benefits

Judith Hallinan is now very pleased with the network environment at H Young, the ongoing account management, consultancy and resolution of all technical issues. She reports "The contract is well implemented. I am very happy with the level of service and have a very good working relationship with Quiss staff".

She now has the reassurance that expert help and support is always available from friendly and approachable people who know the system well and spend time to ensure that the most effective solutions are found to IT related issues. H Young Holdings plc also benefit from significant cost savings. Their internal IT administration is very effective but is now augmented by the technical experts at Quiss, obviating the need to employ additional IT staff.

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Quiss Technology plc

Office Contact Numbers

London T: 020 8427 6738
Midlands T: 01827 265000

E: enquiries@quiss.co.uk
W: www.quiss.co.uk