IMPLEMENTING A COMPLETE PACKAGE OF IT SOLUTIONS

BUSINESS BENEFITS

- Transparent pricing model, scalable to suit your business

- Monitoring backup performance and DR

- Resilient failover system so the show will always go on

- Service support outside of usual business hours

- We take full responsibility for your IT and manage it in line with your business requirements

THE CHALLENGES

This legendary West End theatre is constantly pushing the boundaries of what is possible. And this ambition runs through every strand of the business, including the customer service elements like their websites and ticketing systems. This in turn creates more demand on their IT infrastructure and was one of the reasons why they chose us to operate their hardware, software and networks.

Inside a busy theatre, performers, directors and managers want to be able to focus on their work, whether that involves entertaining an audience or running the payroll. And that can be difficult to achieve when multiple vendors are responsible for IT. When things go wrong, who do you ask for support?

And as the power of technology increases and audience expectations rise, how can a busy theatre keep pace with change?

IPI Exceptional Customer Contact

IT SERVICES

SOLUTION

We provided a complete package of IT services and solutions. A key advantage is that costs are reduced thanks to economies of scale, and our client always knows where to go for support.

DesktopLive

With DesktopLive, the entire IT landscape becomes a simple cost-per-user calculation. This includes a desktop PC, laptop or tablet, Microsoft Office suite, file storage and anti-spam services.

Support

Our UK service desk provides cover up to 24/7, which is important for theatres that often experience their greatest demand outside the 9-to-5. We aim to identify potential issues before they arise with a package of active monitoring and maintenance of infrastructure, hardware and software.

Seamless failover

Our client can't afford to be without their vital IT systems. Even a temporary loss of desktop computers, POS terminals, security systems or ticketing solutions could cause serious financial loss and reputational damage. We implemented a failover solution so that their users and systems can automatically switch to a backup network and continue working, uninterrupted, in the event of a technical disaster.

> We migrated our client to our DesktopLive solution, giving the organisation a single vendor for all their IT, including hardware, software and networks. This package includes updates and upgrades, so the team always have fast, secure tools to help them deliver record-breaking performances.

RESULTS

Our approach to IT is simple: we design services that help our customers do their work effectively. Our customers benefit from continuous improvements to their hardware, software and networks, and they can easily scale up or down according to the number of active users. This approach has been effective for our client, and has led to significant benefits:

Responsibility

Whenever our client needs to ask a question about their IT, whether it's a hardware, software or a network issue, they know exactly who to call. We take responsibility and ownership of the entire IT landscape.

Security and resilience

Our client has a robust, secure ecosystem of PCs, software and networks, all managed by our team. Software is always up-to-date, hardware is secure, and our seamless failover solution means that, if disaster does occur, the show always goes on.

Future-proof

DesktopLive provides the latest technology for a fixed monthly fee. This includes hardware upgrades and software updates, so that users always have the best tools for the job, and creativity is never stifled by outdated apps or systems that are no longer compatible. Technology is progressively enhanced and improved, so the future is always within reach.

Cost savings

By consolidating their IT spend with one primary partner, our client can simplify costs and reduce expenditure, particularly on expensive items like server upgrades.

Operational instead of capital expenditure

Instead of investing in expensive IT equipment that gradually becomes obsolete, our client is effectively renting the most appropriate equipment for the job. This has the advantage of switching a capital cost to an operating cost.