

Case Study

How we helped Integrated Control Solutions to improve their communications, protect their data and reduce costs.

Integrated Control Solutions (ICS) is a producer and supplier of industrial automation and control systems to companies in the packaging and bottling industry based in Manchester

Company name:

Integrated Control Solutions (ICS) Ltd

Who are Intergrated Control Solutions:

Producer and supplier of industrial automation and control systems to the packaging and bottling industry across Europe.

Type of Business:

Industrial Automation

Requirement:

Business IT support and hosted services provider to support IT development for the business.

"We used Cloud4 initially to help upgrade our small business server. Since then they've helped us move our email to the cloud, and back up our sever on a daily basis to their datacentre

The service both at installation and since installation Fantastic, First class"

Shaun Parr,
Intergrated Control Solutions Ltd



Benefits of taking Online Backup and Hosted Exchange services from Cloud4 Computers

- One of UK's leading Hosted Exchange Providers
- Trusted and cost effective business Backup
- All services UK Hosted and Supported 24/7
- Multiple UK only ISO-27001 certified datacentres

Why did Integrated Control Solutions choose Cloud4?

With a full range of business IT and cloud solutions including Hosted Exchange and Online Backup along with a friendly professional team, after researching other IT companies Cloud4 seemed the perfect partner.

ICS is run by Shaun Parr and the business was seeking a reliable Cloud Backup Solution to secure their data offsite as the existing server was reaching its storage limit.

Shaun was looking for one provider with the ability to provide all the IT and Cloud Solutions ICS needed, backed up by outstanding support.

ICS eventually chose Cloud4 after receiving a brochure that led to further meetings. The personal approach, understanding the requirements and offering the right solutions proved to Shaun that Cloud4 could deliver what ICS needed.

ICS has been with Cloud4 for 3 years now and continue to be very satisfied with high level of personal support and friendly service, describing it as "first class".

ICS' Main Objectives

In the company, there were growing concerns that the business existing Small Business Server (SBS) was aging and it was also reaching its storage capacity. Backups were a cumbersome and manual process which was time consuming and not efficient, so ICS decided to look at backing everything up offsite in a secure datacentre. .

There were also issues with the Microsoft Exchange aspect of the SBS server and maintaining this was becoming difficult.

"We have now been with Cloud4 for over 3 years, I have found the service to be first class, any issues with our IT, backup and email have been dealt with and sorted out within one day"

Shaun Parr, Intergrated Control Solutions Ltd

The growing mail volumes were only enlarging the data only aggravating the server storage. Cloud4 suggested migrating everything off the server onto the Hosted Exchange platform.

The first task was to conduct some remedial work and updates that were required on the server; another task was to pull a seed backup of everything on it and load this into the data centre. Then we installed our backup software and set an automated backup schedule.

Once the backup was operational, dedicated account manager created ICS' mailboxes on the exchange platform and provided the users with access. By this point, as we already had the mail data previously populated into the mailboxes, there was no disruption to email for any of the users.

The real benefits came after removing the Exchange element from the server, taking care of the backup and remedial work, as the server ran and continues to run much faster without costly and unnecessary spending on its upgrades. Cloud4 continues to support all of the services provided.

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Summary

The scenario described here for ICS is a typical story of why many businesses move some or all of their IT services into the cloud. The SBS server that ICS had was aging; with some additional care and by removing the elements that were straining the servers resources, mainly Microsoft Exchange, the server and network speeds increased again to a satisfactory level which meant ICS had no further need to upgrade the server.

Once the client's backup was secure offsite and backing up 100% automatically the business felt

more secure in the knowledge they would not lose any data if the server failed. In addition after moving ICS onto Hosted Exchange the business saw huge benefits and increased productivity, especially for their mobile workers who work across Europe and can now communicate and collaborate with head office in a smoothly and consistent manner .

The next step for ICS in the journey of virtualisation is likely to be moving the business onto a Hosted Desktop environment at the point the SBS server does come to the end of its life.

Cloud4 Computers is a leading provider of Cloud Computing, Business Mobility and IT Solutions in the UK and abroad. With over 15 years of technical and commercial experience, our focus is on providing unique solutions fitting your specific requirements along with high level support.

For more information on how to migrate your company to any of our Cloud Services, please get in touch.

Helpline: 0845 862 0263
enquiries@cloud4computers.co.uk

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