

Case Study



NETWORK INSTALLATION

Pierhouse

Client Profile

Pierhouse is a Surrey based Software Company that works with a wide range of high street retail chains to manage the publishing and production of their in-store signage

The Challenge



Pierhouse approached us in XXXX as they were looking to outsource their IT Support and rationalise their network. They had recently streamlined their business from a much larger company to a more focused software specialist and no longer had any internal IT resource. As an IT based company themselves, they knew exactly what they needed. They were particularly looking for a local, well-established, IT company that that could offer quality external services and that didn't require managing – they wanted to know that they could delegate a job and it would get done.

Our Solution

Pierhouse chose Net Technical because they felt that we were big enough to match their requirements but not so big that they would get lost. We started off by establishing their needs and realised that as well as IT Support provision, they wanted to undertake consolidation of their hardware to improve and rationalise their network infrastructure and

servers. By giving them advice on the best solutions for a successful rationalisation to meet their needs and budget, as well as establishing their IT support, we updated and installed a new network system.

The Outcome

Pierhouse's maintenance requirements were greatly reduced and they now run far more efficiently with a more robust disaster recovery in place. As well as their new network, our IT Support team now also support some of Pierhouse's third party software which has meant that they are able simplify everything by putting calls/issues through us.

“ We wanted a company that had initiative, drive, insight and experience and Net Technical has demonstrated all of that.

They always do what they say they will do, when they say they are going to do it. I certainly don't think anyone else could have provided a better service than Net Technical has done. ”

Gordon Grant, Chief Technology Officer, Pierhouse.

Technologies and Services Employed

- **IT Network Support**
- **1st Line Third Party Liaison**
- **HyperV Virtualisation**
- **On-Line data Backup**
- **ZyXEL Firewall Technology**
- **Kaspersky Anti-Virus**