

CASE STUDY: Using Managed Services to increase reliability



At a Glance

Company: Monteith Scott
Location: Birmingham
Business: Interior Design
Employees: 5

Problems

- Poor IT reliability
- Break-fix IT support
- No server or regular backup
- Flexibility and resilience

Solutions

- Microsoft Small Business Server
- Proactive Managed IT Services
- IT Consulting and Implementation
- ADSL Upgrade
- SPAM Filtering
- Domain Name Hosting

Benefits

- Increased reliability
- Single point of contact for IT issues
- Working backups and resilience
- Long term strategy for IT

Microsoft
Small Business
Specialist

The Company

Monteith Scott is a Birmingham based architectural interior design practice with a reputation for considered and creative commercial design solutions across the UK. With an exceptional client list, they offer fresh, flexible and passionate ideas and pride themselves on exceeding expectations.

The Problem

Monteith Scott had grown rapidly as a business, but their IT was still based around sole-trader principles. Much of the work to deal with IT issues was undertaken 'in house' and in a 'break-fix' manner, resulting in frequent downtime and limited forward planning.

Monteith Scott needed to consolidate their IT into a single outsourced cost centre. This would remove the management burden from internal staff and lead to greater reliability along with expertise to help look forward and bring solutions that benefitted the business longer term.

The Solution

Monteith Scott instructed Abussi who installed a Microsoft Small Business Server to act as the hub of the business. With regular backup, proactive maintenance, software standardization and a dedicated helpdesk for staff issues to be raised, the business was quickly able to remove most of the IT problems and work more efficiently.

Once this initial work was completed, Abussi then resolved outstanding issues such as domain hosting which had in the past been split between multiple providers. Abussi also implemented an inbound mail filtering system to reduce SPAM and viruses. Finally, an enhanced ADSL connection offered scope (in the future) to deploy an integrated IP Phone system to reduce costs.

"..Abussi provides all of our IT support enabling everyone to have just one source of contact for whatever they need - whether it is hardware, software or technical support and advice.

Abussi deals with all requests quickly and efficiently and their unlimited support ensures that we continue to run efficiently because the computer system is an integral part of our business.."

John Millington, Technical Director, Monteith Scott



Abussi Ltd. provides small and medium businesses with the high level of IT support larger companies enjoy, without the high level of investment. Instead of employing an expensive in-house IT department, Abussi partners gain unlimited support from an entire staff of qualified experts.

Our solutions will save you money, decrease downtime and allow you to focus on what matters most – your business.