



CASE STUDY: APPLIANCE TEST AND TAG SERVICES (ATTS)

Appliance Test & Tag Services (ATTS) is a leading provider of electrical test and tag products and services. ATTS employs a number of field technicians whose utilise mobile technology to help them track their test and tag jobs, allowing them to synchronise their remote work with a database in their central offices.

The 'pre-GBS' environment

Prior to GBS the ATTS IT infrastructure environment was managed by a well-meaning but under-skilled and overwhelmed inhouse support staff. Whilst that was acceptable when ATTS was small, it became very obvious when ATTS started to grow that unmanaged IT issues were threatening the growth of the business.

Issues such as failing hardware, undetected spam and viruses, unlicensed software, unprotected power, no backups and little or no maintenance led to several major outages of the IT infrastructure on a weekly basis.

Finally, and with little warning, the entire server and network infrastructure failed terminally, and ATTS were left with no email, no business data, no database and no way of being able to service their own clients. Their choice was to call GBS

What GBS did

GBS were able to provide temporary resources in a very short period to allow ATTS to maintain email and Internet communication whilst the issues surrounding the network and server were resolved. This allowed ATTS to complete critical business

tasks such as payroll and invoicing without impact.

Once arrangements had been made to allow critical business processes to function, GBS retrieved critical business data from the failed hardware and purged the viruses from the ATTS network.

GBS then set about restoring the data to reliable hardware, and followed up by deploying suitable security solutions to prevent further outbreaks. Unreliable power was a major cause of the hardware failure, so GBS deployed a suitable protected power solution as well as rectifying software licence issues.

Finally, GBS deployed a monitoring solution that keeps an eye on the ATTS network 24x7, so that whenever an issue crops up GBS technicians are the first to know.

The Present

ATTS continues to grow on the back of their reliable IT infrastructure. Now, rather than chance the management of their IT network to inhouse staff, ATTS engages GBS in the support and maintenance of their IT, paying a fixed monthly fee and having the peace of mind to enjoy business growth without all the IT headaches.