

[Case Study Monitoring]

IT Innovator needs 24x7 eyes and ears

ServerHouse



The Requirement

A small Surrey-based IT Innovator had been providing services for business for 3-4 years, but noticed a gap in the service they offered their clients.

“Problems would occur with on-site systems, often during routine backup operations or due to external influences, outside office hours. The problems wouldn’t be picked up until they became customer affecting” – IT Director

There was clearly a need to catch and control these problems, but they didn’t want to invest in their own 24x7 staff and infrastructure.

The Solution

ServerHouse used their in-house monitoring solution, and the customer’s previous experiences, to establish a monitoring solution specific to the needs of each client site.

“Some sites needed raid arrays and backups monitoring, where as others didn’t have that level of infrastructure and just needed a simple ‘are you still online?’ check” – Ben Stebbing ServerHouse Software Engineering team

ServerHouse’s 24x7 presence and Remedy service meant alerts were dealt with promptly and intelligently. Critical issues were escalated to get the right engineers to the right place as soon as the client was in open meaning a problem on Saturday was fixed at 9am on Monday, not discovered at 9am on Monday. Remotely-repairable problems were often fixed directly by ServerHouse, meaning no interruption to the customer whatsoever.

“To date ServerHouse have made an immense improvement to our service, now we’re telling our clients when they have a problem and getting our people to them first thing, it’s crazy to think we ever did it another way – ServerHouse have turned us from re-active to proactive and our clients can’t get enough of it” – IT Director IT Innovator