

Celebrating 17 years supporting IT for Eaton Publications

Eaton Publications, part of the DIVER Group of companies, which covers a wide spectrum of activities including consumer and B2B publishing, exhibition and websites related to scuba diving and the underwater industry, has now been a valued customer of Viewdata for the past 17 years.

Viewdata's initial contact with Eaton, in June 2001, was to provide basic IT support and Apple hardware to assist with their historical use of Mac devices.

As a publishing company Macs were the device of choice, being recognised for their reliability and power and providing optimum tools to create the most innovative and creative magazines.

Scalable support for an evolving business

As the business grew, so did Eaton's IT infrastructure and fleet of devices, including servers for print production, accounts and email. Having reliable support for all their IT challenges and technical issues was business-critical.

Flexible support contracts

Viewdata and Eaton's partnership has continually developed over the years, tailoring flexible support contracts to suit business requirements, and providing scalable solutions to effectively manage their IT estate.

Secure IT Relocation

Viewdata assisted when Eaton moved premises by re-installing their IT into the new offices, ensuring the business was fully operational and productive, eliminating unnecessary downtime and lost revenue.

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Over the years Viewdata has provided invaluable advice and expertise allowing the business to perform within budget. Viewdata has sourced, installed and maintained hardware and software to achieve the required results.”

George Lanham, Production Manager

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Following 17 years as a customer, Eaton Publications today still depends on Viewdata's capabilities to provide unrivalled 3rd and 4th line IT support for both Macs and PCs.

Viewdata also delivers maintenance of IT hardware, advanced IT solutions and the supply and installation of IT hardware and networking to Eaton Publications.

About the DIVER Group

DIVER Magazine sells more copies direct to divers than all other UK diving magazines combined and is the only diving magazine available in the high street.

The Dive Show Ltd organises the annual NEC Dive Show and owns the London International Dive Show.

Underwater World Publications produce two B2B magazines along with diving related books and guides.

www.divernet.com

What did Eaton Publications require?

A reliable IT support partner that understood the business and their requirements. Solutions that were scalable as the business grew. And, most importantly support, advice and expertise that they could depend on whenever required.

How Viewdata assist

We ensure Eaton Publications reach their goals by providing them with the guidance and tools to make strategic IT plans for the future. Our team respond quickly to all support calls, ensuring issues are dealt with in a timely manner. Our Apple Certified Engineers provide remote and onsite assistance. And, as an Apple Authorised Reseller we also provide Eaton Publications competitively priced Apple hardware.

How Eaton Publications benefit

- Minimise downtime & lost revenue
- Save time and resource
- Increase productivity and efficiencies
- Enhance security
- Scalable solutions
- Flexible contracts

To discover how your business can benefit from Viewdata's support services visit www.viewdata.co.uk or call 020 8979 3000.

