



How 1-Fix keep Bookajet flying

Background

Bookajet is a private jet operator and charter company with around 50 staff and over 10 modern jet aircraft. Within the business they have 2 servers and around 35 PCs, and until recently had a full time employee looking after their IT needs. In January, they made the decision to move away from having an in-house solution. Compliance Manager, Paul Mansfield explains:

“Our needs vary from needing someone to install a new printer in the accounts department, to dealing with company-wide migrations from one system to another. Sometimes there is a lot of support needed, but it’s not constant.”



Jonathan Clements & Christian Rooney
Bookajet Directors

They started off with a combination of an IT consultant on call and a telephone support service. The support service was the first point of call, but if they couldn’t help (having gone through all the options), a new call would need to be made to the call-out service.

How 1-Fix Help

Given that the need for support is unpredictable and could happen at any time including weekends, Paul decided to enlist the help of 1-Fix Ltd.

“We have a need for regular maintenance, but we also have the occasional urgent callout. The bulk of our support is done either over the phone or by remote access to the PC that needs attention. However, if it can’t be resolved this way and we need an engineer on site, it’s a seamless process and we don’t need to start explaining the situation all over again to another person. It makes life much easier”



Delivering Results

Craig and the team have become familiar faces within the Bookajet offices, and operate as an extension of the team. They have recently made the transition from XP to Windows 7 which Craig has project-managed and overseen. Having a 'one stop shop' has made life easier for the Bookajet staff, and any issues can be resolved quickly and efficiently.

In addition, the company is in the process of moving offices, and Craig has been pro-active in making sure this happens smoothly.

"Craig is on the case and has raised the issue of better connectivity. He has helped push us along as there is a 90 day lead time for leasing the new lines that we will need. We feel we're in good hands."

Summary

The flexible format works well, with a combination of telephone support, remote terminal access and on-site visits.

"This system is ideal for us. It's good to know that we have the support mechanism in place as and when we need it, but it's also reassuring to know that Craig has our best interests at heart and will help us to find the right solution for our office move."

For more information:

Our clients are always happy to talk to you and explain the benefits of our pro-active support services.

Please feel free to e-mail paul.mansfield@bookajet.com or call 01252 399600

For questions related to our general services, please speak to Craig by emailing: craig@1-fix.com or by calling our office number on 0118 9260084.