



CASE STUDY

Managed Service Contract

1st, 2nd and 3rd Line Support throughout Airdri's three sites, in China, US and UK.

The Airdri Group was founded in Oxfordshire (UK) in 1974 by business partners Peter Philipps and Peter Allen; both experienced and entrepreneurial engineers. Over time, the Airdri Group has evolved. Although hand dryers always were their core business, an excellent engineering expertise has led them to explore new areas of growth. Since the 1980s, under the brand Formula Systems, Airdri have been at the forefront of the elevator technology industry with the creation of patented elevator door systems and speech units. Having an unmetered support contract allows them to call as often/as little as they would like and being supported between 8am-6pm.



The Challenge

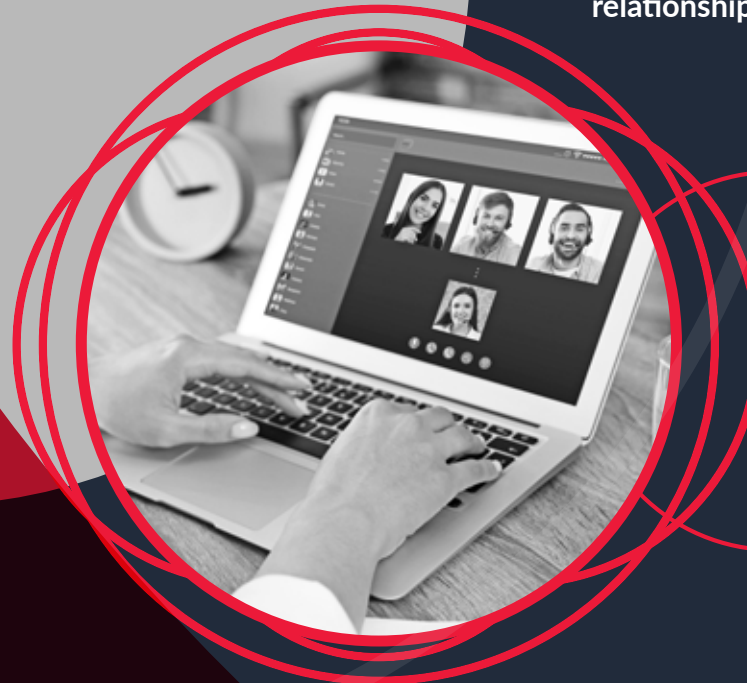
There was an issue with their existing MSP who were not supporting Airdri to the desired standard in terms of communication levels and responsiveness.

We discussed what Airdri had currently and what they needed from both the contract and the service levels.

The Solution

Airdri agreed to Koris365 providing full support of their main UK and US sites along with partial support of their China manufacturing operation. As part of our onboarding process, Team Leaders from the Koris365 Service Desk attended AirDri's main site in Oxfordshire to introduce ourselves and explain the onboarding process to be carried out by Koris365 in the days to follow. A close, partner-based working relationship is essential.

The onboarding process included Firmware and driver updates on the server hardware, Active directory housekeeping, DNS Scavenging, Storage health update and an Email security update to enforce best practice and tighten up their security posture. The project also included the migration and virtualisation of all their IT Infrastructure.



"We had met Mason at a networking event and were particularly impressed by his professionalism and Koris365' experience. As such we invited them to conduct and audit of our facilities."

Andrew Hunter, Group Finance
Director at The Airdri Group

The Business Outcome

We ensured Airdri were compatible with the latest software moving forward, thus removing any latency issues and therefore increasing productivity. This will also mitigate against the risk of a system failure. Furthermore, we removed unmarked entry points for greater security.

Unique Technical Challenge

With a manufacturing operation in China and retail sales operations here in the UK and also the US, it was essential that the structure was as safe and reliable as we could possibly achieve.

“Our previous MSP had embarked on a growth strategy and whilst they had attempted to accommodate that growth we felt it had negatively impacted existing customers such as ourselves.

Koris365 where in our "Goldilocks-zone" in terms of size and service.”

“Koris365 are very much a solutions-based technology provider and that was precisely what we needed.”

“We were delighted to find a highly scientific approach to Koris365’ project management with an exceptionally good deal of thought being applied to the project.”

“I highly recommend that you invite Koris365 to tender for your business. Their attentiveness and scale ensures they are big enough to support you 24/7 - which is a weight off any F.D.'s mind.”



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