

datel

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"What Datel Advansys have given us is a very flexible system that enables us to scale it"

Andy Murphy
Inform CPI



Customer Review



Inform CPI - Case Study

What made you assess your IT infrastructure and approach Datel Advansys?

Over a period of time any IT Infrastructure grows in an ad hoc manner, and whilst it still functions, it can make life difficult, especially if there are problems with hardware failures or software problems. We initially dipped our toe into cloud services with Office 365, it gave us the idea that we could do that with everything, so we brought in Datel Advansys.

Datel looked at what we had, gave us an eighteen-page report proposing a number of recommendations, and from there we decided to go down the root of a hosted environment.

What did this mean in terms of hosting, and what were the implications of making these changes?

We decommissioned eight or nine servers between our Manchester and Chester offices and migrated the services on to Datel's private cloud infrastructure.

The advantages were huge, in fact they were stratospheric. They eliminated a number of day to day issues in terms of worrying about redundancy and failures. A server failure no longer caused an issue for the business, as it's a virtual platform so there is no knock-on effect. The

platform caters for increasing in demand, if we needed additional resources, we just call Datel Advansys and they simply switch them on, we can upscale or downsize as required.

How has the ability to access the systems remotely impacted on the business?

Remote access has been massively advantageous to us in a lot of ways. The Directors have benefited more than anyone, we now have a remote desktop that they can get on via iPhone, iPad or computer, anywhere in the world. As long as they have gateway access, they can log in and out as and when they need to.

Staff can now work from home whilst having access to their files, providing much more flexibility and greater efficiency.

Users can only have access to the specific applications authorised on their desktop. I'll be honest, I think if we had a thousand staff members we'd still only require one internal IT person. Therefore, the difference in terms of staff turnover, time looking after the system and managing it is fantastic.

It sounds like you have much more efficient and flexible system in place now?

What Datel Advansys have given us is a very flexible, secure system, that enables us to scale it when we need it, and of course the biggest advantage is that all the software is now rented so nothing becomes redundant and nothing is thrown away because its outdated. Normally with hardware on site, we would have to buy new copies of Windows as and when required and perform an upgrade on these servers, which would have a big cost implication, not to mention be a big headache. This new infrastructure is based on rental Microsoft licenses, so we can swap it out for the latest version when required and there is just a minimal fee for Datel Advansys time for the migration.

The other wonderful aspect is that we can migrate this offline. It is flexible, very cost efficient and can be reached by any member of staff, at any time and on any device. In turn we have become a much more efficient company, we can offer flexible working hours and allow staff to work from home. It means that things are done when they need to be done and during core hours.



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What about the security element of this new infrastructure?

It's brilliant, a very secure system. We've had all sorts of tests done on the platform and it's passed absolutely everything. We work with over 160 Local Authorities and they have the most stringent systems in the country in terms of their security testing. They want to know everything about you, and you must adhere to certain ISO standards. All Datel Advansys systems adhere to these standards, and as we use these systems fully, we fly through penetration tests. In fact, we fly through any Local Authority tests which is essential to getting the tenders through, winning the business and our growth as a company.

About Datel Advansys

Datel Advansys is a specialist in IT infrastructure solutions, from initial design, architecting, configuring, implementation, through to full monitoring and management of Private and Hybrid Cloud Solutions for mid-market businesses.

An increasing number of companies are taking the decision to outsource some or all of their IT requirements to a Cloud Service. This can be driven by a number of factors, such as major changes to their organisation, the need to cut costs or simply take advantage of IT consolidation and virtualisation technologies to improve economy and efficiency. We are committed to quality processes and industry best practice for IT service management, security and support in line with our ISO 9001:2015, 27001:2013 and 20000-1:2011 standards and all staff have been through the Baseline Personnel Security Standard.

Key benefits of the solution to Inform CPI

- Access to highly available, reliable, scalable, resilient hardware infrastructure
- The latest releases of Microsoft Operating System Software, SQL, VMware and Veeam, all charged for by monthly usage
- The service delivered from a Tier 3+ designed Data Centre facility with full redundancy
- Reliable, resilient, scalable Internet connectivity through diverse routing
- The use of shared firewalls and off site backup using the Datel backup vault
- Access to highly skilled technical professionals
- An environment monitored and managed by Datel to agreed service levels
- No capital expenditure, the service is delivered on a rental basis and can easily be expanded to meet the future requirements as the business grows



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The Datel Group encompasses a small number of companies based at three UK locations in Warrington, Leeds and London. The company was established over 30 years ago, employs more than 160 staff and services over 950 customers. Datel has an enviable combination of extensive, multi-sector and infrastructure experience and a reputation for cutting edge technical development and innovation. Datel is ideally positioned to provide a highly personal service with the scale to handle all the needs of mid-sized businesses.

Datel Computing is Sage's largest partner in the UK with customers nationwide drawn from a diverse range of sectors and markets, and one of a small number of partners accredited to sell and support both Sage 200/500/1000 and ERP X3 solutions. With a turnover of over £18m and profit percentage (EBITDA) of 10%, we are one of Sage's most successful business partners. Customers can be assured by our financial stability and our willingness to invest in quality staff and the development of complementary products. Whatever the issue, Datel is determined to ensure that its customers maximise business benefit from IT, by minimising both cost and risk, increasing performance, taking advantage of innovation and therefore safeguarding the business.

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