



Case Study
representing the services of
CPF
Installation
Limited

making **IT** work
Remedian

What the client had to say...

Can you provide us with a brief introduction to you and your business?

CPF is a primarily bespoke joinery facility for offices, bars, and restaurants, we specialise in solid surfaces and have been going since 2008.

What challenges or issues were present before working with Remedian and how did we resolve these?

Before Remedian we had a small independent IT company, the main issue was the server was locally based so if we had any issues there would only be 1 engineer available, due to this his availability was very limited, someday we would have to wait more than a day for the server to even come back online.

Another issue was no remote access, Remedian we still had a local server but SharePoint was proposed Remedian gave us a really good insight into the benefits and we decided to go ahead with that, the main issue with having a local server was the fact that it was difficult to connect on when we were out of office, with VPNs sometimes not working it was becoming very difficult, with SharePoint we have had no issues like this.

Why have you chosen to continue working with Remedian over other service providers?

One of the main reasons is the helpdesk, which is very speedy and always available to help, and nine times out of ten, it is consolidated within a couple of minutes, and even when escalated, it is resolved very effectively.

There will be times when even out of hours, if we need urgent help someone will be available. Not only did Remedian provide IT support, but they also assisted in setting up our new CCTV, which has been very beneficial as we can now monitor it remotely.

Since working with Remedian, what aspects of our services have exceeded your expectations?

Speediness of responses and effectiveness of the Help desk, the escalations have impressed me, if an engineer needs to come out, they are here on the same day or in a few hours. and even the service for when we transitioned to Sharepoint, the engineers were here throughout the process and even when we had a few syncing issues they came straight to our site to resolve it.

How would you describe the implementation process for the services provided by Remedian? Was it smooth and straightforward, and were there any notable aspects that made it particularly easy for your business?

SharePoint was something big for us, moving from a server to the cloud was essential, we had a few issues at the start, but this was solved straightway and the transition from our server to SharePoint was swift, just with the syncing taking up the majority of the time but this was due to the number of files we had to transfer. Even after being up and running if we had any questions or issues the helpdesk was helpful.

Our old CCTV was something we were never happy with due to not being able to remote on, once Remedian came into place and put in new internet and routers our old CCTV company could not integrate with the new systems. This was mentioned in our account meetings and a few hours a quote was sent and accepted and within the week our new system was in place. We wish we had gone ahead with this a long time ago.

Here at Remedian, we favour a proactive approach towards issues that arise by using advanced tools for reporting and monitoring. If you have experienced the benefit of this approach through us in the past, please can you tell us more about this?

Just yesterday, our director Andy received an email about some security risks on his office desktop. It's good to know that proactive monitoring is in place for all our machines.

In your experience with Remedian, have you noticed an upgrade in the technology you use? How has this impacted your overall experience when it comes to ease of use and your team's productivity?

Office 365 license is very good for us and SharePoint has completely changed the way we use our server and is a world apart from what we previously had, this has been a fantastic change and something if introduced years ago we would have gone for.

Even for recovering files, Remedian was very quick and efficient with it, we had an instance where a very important folder was deleted and Remedian was able to look at the backups and recover this folder for us.

How has Remedian contributed to bringing your establishment to the forefront of online security and awareness?

We are much more aware of potential threats, and the implementation of our robust Antivirus is very good. It keeps us secure. Also, having such a close relationship with Remedian has helped us become more aware of viruses. Our old system had antivirus, but not to the level of this.

Testimonial...

“Recommend Remedian to anyone, service is next to none, the helpdesk is incredibly responsive and escalated when necessary. Everyone is very friendly, approachable, and very helpful.”