

Case Study—IT Support



Balens

Established in 1950, Balens transacts General Insurance Business and are one of the very few Brokers and Independent Financial Advisors whose main clientele and business revolve around Health Professionals and their Associations, whether it is for their business or individual insurance.

The requirement

With rapid growth in the business and the need for more advanced IT systems to support this growth, Balens had to make a decision whether to put server and networking support into their internal IT department or use an external provider to partner with and complement the internal skills and resources. A second requirement was that Balens wanted a partner that had the skills to aid with planning and implementing the future IT infrastructure and were agile enough to handle and support the rapid growth of the business.

The solution

Balens appointed Jatech in early 2004 to be the provider of third line support covering servers, networking and server applications. Jatech were engaged to provide routine scheduled maintenance tasks such as nightly backups, Windows and antivirus definition updates, server health checks and automated monitoring of business critical components. Jatech were also on call to solve issues as they arose during normal daily operations.

“ I get weekly and monthly reports on the scheduled preventative maintenance and updates that have been carried out. This leaves me free to concentrate on my responsibilities with the critical software applications that run the business and the desktop environment .”

Tom Barrett
IT Manager
Balens



Contact us

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Customer view

Tom Barrett, Balens IT Manager said "I get weekly and monthly reports on the scheduled preventative maintenance and updates that have been carried out. This leaves me free to concentrate on my responsibilities with the critical software applications that run the business and the desktop environment."

Tom also added "Jatech partnered with us when we decided to move to Exchange 2010. We were on Exchange 2003 and we had users with large mailboxes that were hitting the limits, so an upgrade to Exchange 2010, which was still a new technology at the time, was required. We worked together and the project was implemented to budget and to time."

In summary Tom said "To describe the support Jatech offers, it would be: I call Jatech and it just gets sorted."

" I call Jatech and every time I get very sound, practical advice on my issues "

Tom Barrett
IT Manager
Balens

Features

- Weekly and monthly reports on preventative maintenance
- Rapid response to ad-hoc issues
- Automated monitoring of key server and network components
- Informative and professional consultancy to plan for the future
- Wide and in depth knowledge of new technologies
- A complete partner

For more information about Jatech's range of software products and services please email info@jatech.co.uk



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