

# Connectivity



## Client Profile

GBUK Healthcare is an award-winning company that specialises in the manufacturing of medical, surgical, and critical care devices. Based in North Yorkshire, with over 100 staff, the company boasts over a decade of experience in the healthcare industry and are now the leading supplier of enteral feeding, critical care and patient moving handling products.

## Challenge

To ensure the critical demands of its clients and 100+ users are met daily, GBUK required a robust and sustainable IT system.

Many of their staff are field based, so remote-working capabilities are paramount to their success. Any amount of downtime or systematic issues would pose serious and detrimental consequences.

GBUK sought a reliable solution that ensured well-maintained and monitored IT systems, and a professional, trustworthy IT partner.

## Solution

razorblue worked with GBUK to assess their business model, individual requirements and goals to gain a real understanding of what the business needed from their IT system.

razorblue then presented a bespoke, proactive IT support package to GBUK, with round-the-clock monitoring of the network, along with 24/7 end user support.

To ensure minimal downtime, a 4-hour response time SLA is guaranteed in the event of any issue, as well as daily backups and quarterly network-wide health checks.

razorblue also supply GBUK with superfast connectivity through 100mb fibre leased line to combat poor connectivity in their area.

“We have worked with razorblue from the inception of GBUK. They have been instrumental in keeping our systems abreast of our expansion and their proactive support contract has proved a worthwhile and dependable investment.”