

Case Study

Robust, future-proof IT systems monitored around the clock...

The Challenge:

GBUK requires reliable, robust and future-proof IT systems to ensure that it can fulfil the needs of its client base, and its 100 users, many of which are field-based. As a nationwide business in a fast-paced, critical industry, GBUK needed to be confident that their IT systems were well maintained, and monitored around the clock. With orders being despatched daily to hospitals around the UK, GBUK needed more than just the reassurance that its in-house users' machines were fully functional. Any amount of down time or systems problems could cause major issues both for the firm and health services – ultimately impacting on patients' lives.

Client Profile:

GBUK is a nationwide provider of leading edge medical products, equipment and supplies. It specialises in the manufacture and distribution of these goods. The company is privately owned and based in Selby, North Yorkshire and has over a decade of experience in the industry.

- 100 users
- One location
- Healthcare industry
- Environmentally friendly company: 92% self-sufficient

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The Solution:

razorblue assessed GBUK's business model, industry and individual requirements, to present a bespoke solution which would meet all of their needs.

The Result:

razorblue provides its Proactive IT Support package to GBUK – monitoring their network constantly as well as providing as much support as required to their end users. In addition, daily backups are taken and tested, full network health checks are performed quarterly, and in the event of any issue, razorblue guarantees a maximum response time of 4 hours. As connectivity in the area was poor, razorblue also supply GBUK with a dedicated 100MB Fibre connection.

“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.”



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