

DTP GROUP HELPS DELIVER A BETTER, MORE SECURE, USER EXPERIENCE



HOUSING GROUP, CENTRAL ENGLAND

Our client is a major housing group based in central England. Through its four group companies, it manages over 18,000 homes across the region.

Jon Cocker, IT Director, heads up the IT function which supports the groups 350 office and mobile users based across six UK sites.

DELIVERING SPEED IN A SCALEABLE WAY

A working partnership was formed around six years ago when the housing group employed DTP Group to undertake an infrastructure update project. This collaborative approach to IT services and solutions has since continued, most recently to refresh ageing servers and storage.

The pressures of a growing business began to place considerable strain on the accessibility and speed of group applications, highlighting the need to deliver a better user experience to the Group's 350 IT users.

IT Director Jon Cocker, approached DTP to help with the installation of a new HP 3PAR storage area network (SAN), HP blade chassis and HP blade server solution that would host group applications.

With scalability a top priority due to continued business growth, DTP's Technical Consultants designed a solution that would deliver an enhanced user experience to an increasing number of users. Superior functionality, performance and pricing combined with expert support and installation services from DTP's Technical Team, made the solution a compelling option for the Housing Group.

"The timing for this project was tight; two days to complete the uplift of the racking and servers and have it up and running in the new location.

The DTP team delivered everything asked of them within the target timescales and were happy to go the extra mile when needed."

Jon Cocker, IT Director at the housing group

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SECURING THE DATA CENTRE

Recent mergers had left the Group with numerous systems in different buildings and so for business efficiencies, the decision was made to centralise their core infrastructure and departments into one central location.

As part of this decision, DTP were tasked with the relocation of the Groups data centre from its site in Louth to a central site location in Birmingham. The project involved the installation of servers and a second data array to compliment a Disaster Recovery (DR) solution at a nearby site. A replication sequence was also created between the arrays to enable the delivery of their DR plan.

Graham Forrest, Server and Storage Practice Lead at DTP Group comments, "It's really important to plan a data centre move correctly and to create an inventory of equipment, applications and processes. With Jon's help, this was achieved in advance, allowing us to carry out the work to schedule without any major obstacles".

CONSULTANCY DELIVERS A ROBUST PROCESS

Investments in IT must deliver business benefits; both in the short and long term. DTP's Technical Consultants always work hard to match technical, and financial, client needs.

Having a plan in place to utilise new technology is as important as implementation of the technology itself. Our latest project with the client involved the delivery of on-site technical consultancy.

"We are really happy with the service we received from DTP. It's clear to see the quality of their staff; I have never heard a bad word be said about their Technical Consultants and their account management is excellent.

I would recommend DTP to other businesses because you can trust them to do what they say they will, and it's important for businesses to have an IT partner like that."

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During the consultation period, the team at DTP tested the DR process and created documentation for a data recovery plan with defined processes to follow to recover systems and data should a catastrophe occur.

Having used DTP for previous infrastructure design deployments, it was an easy decision to return to DTP for the refresh “We have used DTP before and we were happy with their service. We know that we can trust them.”

DTP ProACTIVE

DTP ProACTIVE Support offers flexible access to all of DTP technical resources, enabling clients to extend the capabilities of their IT Team and complement existing manufacturer support.

Jon comments, “With DTP ProACTIVE I have peace of mind that any issues will be resolved, and quickly. It also gives us future-proofed business continuity; even if a key member of staff leaves, DTP knows us and our IT set-up and can resolve any issues we might encounter.”

ENABLING HOME WORKERS

With almost a third of its workforce based outside of its central offices, in addition to infrastructure requirements we provide multi-function printers (MFPs), print supplies and provision of support services to its remote workers based across the UK.

All remote users now have the same specification HP printer to print, copy and scan, and supplies are automatically replenished through a connection between the client’s IT Helpdesk and DTP’s Service Desk.

Purchasing supplies on an individual cartridge basis ensures they benefit from reduced pricing based on contract usage and allows users to use cartridges as they see fit until the toner is used, delivering our best value contract model; we call this Transparent Managed Print Service (TMPS).

FUTURE DEVELOPMENTS

The housing group is now entering into a period of consolidation. It has implemented systems improvements to easily allow for business growth across all of its sites and is achieving cost savings from its investment. So you could say that it has invested in IT now, in order to save on IT in the longer-term.

As an elite HP Platinum Partner, DTP Group holds Gold Partner Accreditations across Storage, Networking and Server technologies. It prides itself on the quality and professionalism of its staff and invests heavily in the certifications that its Technical Consultants hold.

“DTP have designed a scalable solution that is more efficient to run so we will benefit from lower energy bills moving forward. That delivers the project objective; faster accessibility and usability for group applications which gives our users a better experience.

By subscribing to DTP’s Proactive Support Service, we demonstrate our confidence in our IT partner.”

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