

The Problem

Jardine Lloyd Thompson is one of the UK's largest reinsurance companies. Operating from its headquarters in London they employ over 6000 members of staff.

The in-house design and marketing department have a huge demand by the business for their creative talents. Apple Mac's are used to help them fulfil this requirement and are utilised daily in their jobs. In 2006 the software and hardware support of the Apple Mac's was put out for tender which was won by an 'Apple specialist' company. It quickly became apparent that they were unable to provide the level of support that was required due to the mixed Apple and Windows environment, lack of application knowledge and slow response times.

The Proposal

It was apparent from an initial audit of the software and hardware that no version or hardware standardisation procedure was in place. Basic security updates hadn't been applied and there was little control over the end user desktop. To achieve a stable platform it was proposed that

- Hardware to be standardised
- Software to be standardised
- Procedure and permissions reviewed for application installations
- UAT environment set up

The Solution

The existing hardware was over 6 years old and was below current specification for application requirements and the hardware was out of warranty due to its age.

A fixed cost for upgrading to new hardware was quoted with an on going cost per device for support.

The upgrades and support included:

- Procurement of Apple Mac G5 Workstations & MacBook Pro's
- Procurement of Adobe Creative Suite & Quark Application
- Installation and configuration of latest OS X with Windows integration
- Security and application updates applied to all software
- Printers configured with OS for optimum performance
- Installation of secure remote access solution

The on-going support was a key factor in choosing a new provider and an in depth knowledge of both Apple and Windows was a vital requirement. With this knowledge we provided the following services

- Access to our Apple & Windows professionals
- 4 Hour On-site support response for software and hardware problems
- Remote support
- 24/7/365 Telephone and Web Based Support
- Guaranteed fix within 24 hours