

Managed IT support for Access Solutions Scaffolding Ltd



Based in Greenwich, Access Solutions Scaffolding provide advice and scaffolding solutions for clients in the London and South East. They pride themselves on offering a highly efficient service to their customers with a reputation for quality. Established in 1999, the company relied on a family friend to look after their IT systems. As the company grew, there became an increasing need to outsource their IT support services.

Ratcliff IT were recommended to Access Solutions by an existing client. Ratcliff IT initially met with the management team to assess the current IT infrastructure and identify the support required. Lynn Ayiotis, Company Secretary, Access Solutions, commented ***'When we met with James, I felt like we really were throwing Ratcliff IT in at the deep end. We were in a bit of a muddle with our IT.'***

Providing a backup and disaster recovery solution for their Server was critical for Access Solutions, as they had experienced significant downtime during a server failure. Ratcliff IT provided a complete backup solution and recommended migrating the business across to Office 365. To maintain their reputation for efficient operations, Ratcliff IT managed a change of Internet service provider to increase access speeds and reduce downtime. ***'When our emails were moved across to Office 365 we didn't notice the transfer at all. It was all completed within 24 hours. Ratcliff IT were happy to manage everything for us, including a change of Internet provider, so we didn't need to worry about a thing.'*** States Lynn Ayiotis.

Access Solutions have 12 office based employees with a further 73 field workers out on site. Supervisors are equipped with iPads giving them instant access to emails and applications. Ratcliff IT now provide a complete managed IT service for Access Solutions giving them peace of mind that their systems are proactively maintained. ***'We are really pleased with the service provided by Ratcliff IT. They set up everything very efficiently and the team were polite and friendly to work with. I would definitely recommend them.'*** concludes Lynn Ayiotis, Company Secretary, Access Solutions.