

“We now understand our systems much better, thanks for you valuable assistance”

Operations Manager

BENEFITS

- Documented current state
- Prioritised IT spend
- Action plan for improvement

Professional Arts Venue

The client had been experiencing significant downtime and reliability issues over a period of time, with no stability in sight. They did not have the IT skills in house to understand the issues or the solutions being proposed by the managed service supplier.

Itica were engaged to provide an independent view of the IT estate, and generate a prioritised list of recommendations of areas that the client should focus attention on, in order to remedy the issues being experienced.



Itica

An Itica Technical Consultant met with the client, obtained the business view of the issues, and then performed a discovery audit of the IT environment.

The Consultant identified the elements of the architecture and configuration that were causing the issues and provided the client with a prioritised action plan for the managed service supplier to execute.

Once the managed service supplier had made the changes, the Consultant verified that the user experience was improved and that the service was back to the expected levels.

The client had access to the right technical skills when they were needed without having the skills in-house.

The client is a professional arts venue which is publicly funded. Their IT architecture is asset based on-premise systems that have been in place for a number of years. The systems are maintained using a single managed service.

The client had no in house IT skills and needed to understand their IT systems, prioritise their IT spend and improve the relationship with their managed service supplier.

Driving business value through technology

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