



Founded in 1877, Bedfordshire and Luton Chamber of Commerce deliver an array of support services to businesses across the county.

With circa 1100 active members, Beds and Luton Chamber prides itself on providing a unique blend of services and benefits designed to embrace the business needs to today's demanding environment. The Chamber also supports businesses in their day to day operational activities.

Beds & Luton Chamber were keen to overhaul their old outdated IT infrastructure and decided to consolidate their current hardware and upgrade to the latest available versions of core software and server technology to ensure ongoing support and introduce additional features and benefits.

The primary objective was to reduce the number of servers within the organisation, reduce the overall cost of ownership and improve the delivery of IT services to both employees and chamber members, by introducing a proactive managed service.

**“By working in partnership with acs, our transition from an old legacy non-stable IT environment has been seamless and we are now confident of our ability to offer a first class service to our staff and customers with ongoing technical help and proactive management provided by acs.”**

### Justin Richardson

With this in mind, Beds & Luton Chamber contacted **acs** office solutions who after providing a free IT network audit, recommended a solution to simplify their network, server and IT infrastructure and to bring their systems up to industry best practice to allow for future growth.

**acs** also recommended a proactive managed service to provide ongoing IT support to all users regardless of location, to ensure they can focus on their core business. **acs pic** (Pro-active Information Centre) Managed Service remote monitoring and resolution technology was integrated. This ensured that Beds & Luton Chamber would enjoy dramatically increased system uptime and improved productivity.



### industry and size

Professional services – 9 users, business centre with training rooms & business start-up incubation zone.

### challenge

To provide cost effective consolidation, upgrade and proactive support, and ongoing IT strategy.

### solution

To install new server technology, simplify the network and increase uptime whilst keeping costs to within the Chamber budget.

### key services

- Audit, planning and installation
- Desktop support services
- Pic remote infrastructure monitoring
- Project management
- Proactive security management
- Installation of new core infrastructure
- A full proactive managed service
- Simplification of legacy core infrastructure
- Datastore365 online backup

### benefits

- Increased speed of project deployment
- Improved service levels & sickness cover
- Access to a wide technical skill base
- Significant reduction in energy costs.

To learn more visit [www.pic365.co.uk](http://www.pic365.co.uk)

**acs & pic managed IT gives you an edge**

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