

case study

Northamptonshire Chamber of Commerce



Founded in 1917, Northamptonshire Chamber delivers an array of support services to businesses across the county.

With circa 1300 active members, Northamptonshire Chamber prides itself on being the first stop for businesses of all sizes, offering advice and support on everything from sales & marketing, training and legal issues to recruitment, finance and export assistance.



“By working in partnership our IT spend is fixed and user satisfaction has increased across the business.”

Paul Griffiths, Chief Executive

Northamptonshire Chamber was keen to continue providing a first class service to its customers while ensuring it achieved this in the most cost effective manner.

With these factors in mind, Northamptonshire Chamber contacted **acs** who, following a comprehensive audit, recommended a consolidation exercise and network simplification which would continue to utilise a large percentage of the Chamber’s existing infrastructure.

pic (Pro-active Information Centre) Managed Service remote monitoring and resolution technology was demonstrated by **acs**’s engineers and a 3 year outsourcing agreement was chosen. This ensured that Northamptonshire Chamber would enjoy dramatically increased system uptime and improved productivity.

industry and size

Professional Services - 30 users

challenge

To provide a cost effective support and IT strategy

solution

To consolidate and simplify the network while keeping costs down by utilising a percentage of existing infrastructure

key services

- Audit, planning, design and installation
- PIC remote infrastructure monitoring
- Desktop support services
- Data telecomms provision
- Project management
- Datastore365 online back-up
- Pro-active security management

cost effective solution

- Limiting unexpected costs
- Access to a team of technical specialists

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