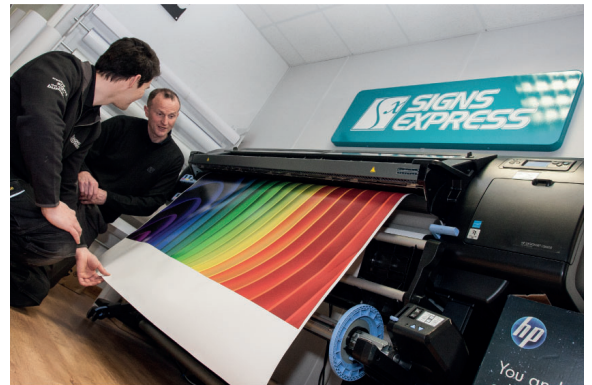# New freedom and efficiency through hosted services

The Challenge

Signs Express Reading specialise in vehicle graphics, signage, banners and exhibition graphics. The branch approached CSUK because their server was ageing and no longer suited their IT needs. It had almost reached capacity and was running software that was nearing end of support.

Their phone system was no longer supporting their growing business. Callers frequently received an engaged tone when calling the branch due to insufficient lines. It was difficult to obtain support and also lacked the flexibility to easily make changes when required.

The Solution

Updating their IT system

Having listened to the way in which Signs Express infrastructure was currently set up, what worked for them and what didn't, we recommended that they replaced both the server and the software with the latest generation equivalent.

The new server provided Signs Express Reading with more than 3 times the storage capacity of their old server, allowing for future growth. We recommended Windows Server Essentials for their operating system, as it is designed specifically for SMEs. To support the new server, we upgraded their network to increase the speed of access to the new server, with new switches, routers and cabling. We also provided a new email system.

To ensure that their new email system would be easy to maintain and always up-to-date, we suggested that they move from a server-based system to a cloud service. We recommended Microsoft Office 365 - a cloud email system, with the full Office suite and online storage which was specifically designed to run with their Windows Server Essentials operating system.

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*"**The advice and support offered by Chris Watling has been a massive help in assisting our decision making process from beginning to end. Thank you.**"*
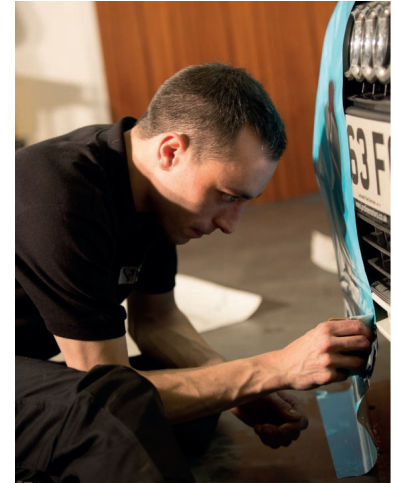
Ian Richards, Centre Manager

New freedom and efficiency through hosted services

Solution cont'd

Transforming their phone system

In response to the need for a more responsive and user friendly phone system, we recommended a Cisco hosted solution. This system is easy to customise, fully scalable and provides them with the features to deliver a professional and efficient call experience to their customers.

Benefits

*"**Our new IT and hosted phone systems are by far quicker, smoother and more reliable than they were previously. Far less frustration and downtime meaning increased productivity**."*

Ian Richards, Centre Manager

Reduced costs and increased productivity - Signs Express Reading have reduced their IT support costs and downtime. This has been achieved through having an up-to-date server and by migrating mission-critical services to the cloud. These cloud-based services give them the benefit of automatic software updates and inclusive support and maintenance.

Freedom and remote working - Office 365 now gives Signs Express Reading new freedom to work remotely as they can access their software and data and share information from anywhere and on any device.

Future-proofing - Their hosted phone system allows them to easily customise features and manage users, adding and removing them when required. The automatic software upgrades mean that their phone system is completely future-proof as well as flexible and scalable.

Call or email us now to discuss how we can help your business transform by embracing technology

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