

“QUALITY CONSULTANCY ADVICE AND A HIGH LEVEL OF TRUST HAS BEEN DEVELOPED WITH AAP3”



Steve Whitlock
Director,
Piper Whitlock Architecture

UNIFIED COMMUNICATIONS LEADER

Piper Whitlock Architecture (PWA) is a dynamic SME that offers and commits to providing clients with professional, responsive and high quality architectural service, acting with integrity and commitment to delivering safe, sustainable buildings and places.

PWA is active on retail, leisure, mixed use and residential schemes between £50,000.00 and £65m.

ISSUES TO BE RESOLVED

Through rapid growth PWA had out grown its incubator offices and set its sights on its own premises. This presented a new IT challenge of building, managing and supporting a previously unseen hybrid environment to meet their current and future goals.

PWA chose us on recommendation that we could build a new IT environment and assist in the move to its new premises. In addition to this provide them with 8/5 IT Managed Services.

ACTION TAKEN

As part of our Lifecycle Management approach we consulted with the directors of PWA to understand their specific requirements for the new IT environment. The outline of requirements were:

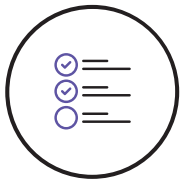
CLIENT FEEDBACK

“PWA has been very impressed with the excellent quality consultancy advice and a high level of trust has been developed with aap3. Their response performance has been exceptional, their knowledge in troubleshooting excellent, and their ability to help us to understand the ‘tech’ nature of IT issues has been particularly helpful. The need for in house resource (therefore reducing costs) is minimal, we feel that we are getting the optimal performance from our IT and confident that it is secure, safe and resistant to any down time that may affect our business.”

Steve Whitlock - Director, Piper Whitlock Architecture



PWA ARE AN IMPORTANT PART OF OUR PORTFOLIO OF CUSTOMERS DUE TO THEIR ADOPTION OF HYBRID, THEIR BLEND OF SERVICE & SUPPORT AND THEIR DESIRE TO CONTINUALLY IMPROVE THEIR IT.



MANAGED SERVICES

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.

ACTION TAKEN (CONT.)

- o Provision and Migrate mailboxes to Office365
- o Purchase and pre-stage new high end workstations
- o Purchase and pre-configure new servers for the new domain
- o Design and build new network with VPN access
- o Relocate all IT to new offices including telephone systems
- o Build and manage backup solution
- o Provide IT support
- o Operate QBR reviews

RESULT

With this new hybrid environment PWA has gained independence, innovation from cloud solutions and a more reactive support model that will help them focus on their core business.

Their new hybrid environment is right sized to their business model without very high CAPEX spending and very predictable OPEX costs allowing them to manage budgets accordingly.

CONTACT US

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.