



Overview

Year: 2018

Industry: Professional Services

Customer Profile

ChandlerKBS is an independent cost and project management consultancy firm who provides services across a wide range of public, private and utility sectors throughout the UK and mainland Europe. With offices in England, Wales, Northern Ireland and Germany, the company's expertise and ability to deliver first-class, cost-effective results means it has developed long-term client relationships, providing strategic advice with individual attention.

Business Situation

When Nexus Open Systems were appointed as the Managed IT services provider for ChandlerKBS they swiftly completed four projects which included migrating the company's emails to the cloud, replacing legacy back-up systems and implementing disaster recovery programmes, updating infrastructure with the latest software updates and warranties and improving remote working access. ChandlerKBS had been experiencing issues with the Citrix software it used to enable remote access for employees, with weekly problems accessing the server. Following a thorough assessment, Nexus implemented a Remote Desktop Protocol (RDP) network to support seamless and secure remote access to files. In addition, Nexus supported ChandlerKBS with IT management recruitment and training.

The Requirement

ChandlerKBS had identified a number of critical IT projects it sought the support of a Managed IT Services Provider with excellent cloud knowledge and a good strategic approach to projects. The overall project included migration of emails to the cloud, replacement of legacy back-up devices and the provision of a specialist IT helpdesk to respond to 2nd and 3rd line calls. In addition to the IT function, ChandlerKBS required an IT provider that could support the recruitment and training of a full time in-house IT Manager. Having been demonstrated the expertise of Nexus Open Systems on Office 365 ChandlerKBS knew that they had the knowledge and experience to support the project. Previous knowledge of Nexus coupled with its flexible, strategic approach and ability to assist in recruitment and training made it the obvious choice.

The Benefits

Thanks to the smooth and efficient cloud migration there was no disruption to the user experience, meaning that productivity remained high as ChandlerKBS employees could continue accessing their emails as usual. Nexus' swift implementation of a refresh to the back-up systems and updates to the IT infrastructure strengthened the company's IT security and improved its response plan in the event of outages or security breaches. Importantly the workforce is now better equipped to work remotely with the new RDP environment providing easy and protected access to company databases.



"We are delighted with the Managed Services from Nexus Open Systems which has become a valuable support for our IT infrastructure. We were impressed by the team's wealth of expertise but also their adaptability and proactive approach; they worked efficiently through each project in the background with no disruption to our core operations. Having no internal IT technicians, their help in recruiting an internal IT Manager was indispensable and their expert helpdesk is available for support whenever required. Nexus is an agile and cost-effective Managed Services provider who has proved to be a strategic addition to our company." -Simon Parkhouse, Partner

For More Information

To find out more information about Nexus email us at hello@nexusos.co.uk or visit us online at www.nexusos.co.uk