ICO Global cuts support costs by more than 40%

Submitted by: Jacqui Green Marketing
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ICO GLOBAL CHOOSES DEVERILL FOR SUPPORT

* Support costs cut by more than 40%

* Deverill's first Remote Network Management contract

Leading satellite provider ICO Global Communications has selected Deverill to provide support for its complex international operations, including Remote Network Management with on-site back up.

ICO is a provider of satellite telecommunications operating at the cutting edge of modern technology. With staff in the UK, USA and other locations worldwide, the new company's use of technology is key to its success. And using best-of-breed applications from many vendors means ICO has complex and demanding support needs.

According to Deverill marketing manager, Tony Kingston, 'ICO recognised that it needed a supplier who could offer in-depth experience, a cost effective alternative to bodies on-site and a flexible approach to their ever changing needs. Deverill fitted the bill.'

Deverill now manage ICO's IT environment through a cost effective mix of Remote Managed Services on-site Helpdesk and additional 3rd line support.

Deverill's Remote Network Operations Centre, remotely monitors and manages ICO's network and 60-server environment offering a cost effective alternative to on-site support. The service is delivered by experts in NT, Exchange, Cisco and Unix and covers all aspects of ICO's IT environment from security and firewalls through Virtual Private Networks and messaging.

The on-site Helpdesk team, takes care of ICO's users with 1st and 2nd line desktop support cover for week day shifts with additional weekend cover. A second on-site team of network support specialists augments the Helpdesk team, delivering on-site 3rd line support and project services.

'Using Deverill's Remote Managed Centre has enabled ICO to cut support costs by more than 40% whilst

benefiting from the diverse range of skills and experience Deverill's RMS Centre team has developed over many years.' says Tony Kingston.

The Service Level Agreement with ICO calls for Deverill to fix 70 per cent of calls within 1 hour and it is currently ahead of this target. Deverill also collects and analyses fault data and publishes the results on ICO's Intranet, enabling users to share data and preventive action to be taken for common faults.

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About Deverill

Deverill (http://www.deverill.co.uk) is a leading provider of integrated IT solutions and services to public and private enterprises throughout the UK. Established in 1979, Deverill is based in Poole, London and Coventry and is ISO9001 Approved.

Deverill supplies and supports solutions and services to major blue chip customers in public and private sectors. Current clients include Powergen, Quaker Oats, Age Concern, Siemens, ICO, The Welding Institute, Chartered Institute of Purchasing and Supply and the Department of Transport.

Through its four divisions, Deverill provides a comprehensive range of professional services, from software development to project management and facilities management to security consultancy. To complement its solutions and services, Deverill also delivers a broad range of end-user application, technical IT and professional skills training as well as individual and organisation-wide training needs analysis and consultancy.

Deverill is a central member of Cairnsford Technology Group (CTG) which has grown rapidly, both organically and by acquisition, since its formation two years ago. With group annual revenues of £25 million, CTG is on target to meet its objective of £50 million capitalisation by 2004.

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