

Hardware failure far from a problem

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When SEOS had a hardware failure in one of their critical servers, there was a slight complication: it was 5000 miles away from their head office in Burgess Hill!

The fault at one of the US offices of the simulator display specialists was immediately detected by PAV i.t. services, who manage their IT services and are also based in West Sussex. Rather than rushing a team to fly out to the US, however, their experts tackled the emergency remotely from their own head office in nearby Sayers Common.

"We had designed the system to connect to the USA using a Virtual Private Network link," explained PAV i.t. managing director Mike Borissow. "So we used this link to set about rebuilding and reconfiguring the operating system remotely." The work commenced as soon as SEOS IT staff had repaired the hardware with warranty components.

All the software restoration was controlled from the UK. "Our US staff just had to insert CDs and floppy disks as directed by PAV i.t.," recalled Roger Bateman, Business Systems Manager at SEOS. "The whole process was remarkably painless and we were back up and running in only five hours." Ordinarily this type of incident at a remote location might take three or four days to remedy.

PAV i.t. were appointed to upgrade and manage the company's IT systems about three months ago. "Two of the reasons we chose PAV i.t. were their reliability and their expertise," continued Bateman, "and they certainly had the chance to demonstrate these here."

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Photo caption: Phil Minett (left), senior support engineer at SEOS, with Bill Marsden, support desk manager at PAV i.t. services.

Notes to editors

PAV i.t. services plc is a leading systems integration and networking house. Established in 1986, it designs, configures, installs and integrates networks for business and commercial customers in London and the south east. It offers mid-sized companies the outsourcing services usually only available to large corporations.

SEOS Ltd is a world leading manufacturer of visual display systems for simulation applications. As well as civil and military aviation, its markets include other transport sectors, education and entertainment.

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Press enquiries:

Stephen Bailey
Antimony Communications
Tel: 01483 416807
Fax: 01483 861754
Mobile: 07010 716807
Email: sbailey@antimony.co.uk

Other enquiries:

Trevor Mould
PAV i.t. services plc, Reeds Lane, Sayers Common, West Sussex, BN6 9LS, UK
Tel: 01273 834000
Fax: 01273 834631
Email: trevor.mould@pav.co.uk
Web: www.pav.co.uk