

Cloud & Virtualisation experts Assist Ltd come to the rescue of Royal College of Physicians

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When the load balancing solution at the near 500 year old Royal College of Physicians (RCP) required an upgrade Assist Ltd (www.assist.ltd.uk) was recommended to the organisation and provided prompt assistance.

With over 15 external facing websites becoming intermittently unavailable, the RCP required fast, flexible and responsive support. Reputational and financial damage was at risk due to downtime on systems that processed payments for the RCP Membership and Stakeholders.

The Assist Ltd team worked on site, including around the clock on a number of occasions, deploying Citrix NetScaler, and replacing old NetContinuum boxes with a highly available NetScaler pair.

Ross Bentley, Head of IT services at Assist Ltd:

“It was an honour and privilege to be invited to work with the RCP. We were delighted to have services up and running again within four days.”

The new NetScalers also brought advanced application firewall capabilities to the solution.

Errol Trott:

“We found the Assist team to be extremely responsive and flexible in terms of our requirements. Their technicians were very proficient and worked well with the RCP’s internal staff to ensure that the replacement firewalls were installed, configured, tested and deployed both professionally and rapidly. Despite the challenging circumstances, the project was a success thanks in no small part to Assist”.

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