

CASE STUDY

OPTIMISE



Expert
Management

PROTECT



Operations &
Governance

EVOLVE



Professional
Services

SHARE



Management
Support



UCNS
MANAGED IT



Crown
Commercial
Service
Supplier

MÜLLER MARTINI

“Since we appointed UCNS as our IT Partner our experiences have been very positive. There is regular dialog with our account manager and the timeliness and IT assistance given to our staff by the UCNS technical support team has been first class.”

UCNS have recommended and delivered a standardised stable IT platform that was previously lacking within our business.”

Muller Martini GB - Finance Director

Muller Martini GB

The Brand: Muller Martini GB is a global leader in the development and manufacture of state of the art automated industrial machinery for print finishing, enjoying global recognition since it was founded in 1946.

The Challenge: With a significant presence in the UK, the business had outgrown their current internal IT support model and sought to protect the business by moving away from non-standardised, bespoke and legacy infrastructure. With staff due to retire and gaps in the overall service, a solution was needed that could uplift the IT and implement a professional service level.

Services Delivered: UCNS leveraged ISO 9001 (quality) and ISO 27001 (security) best practices to develop a standards based infrastructure and support model in order to deliver;

- ✓ Complete Cisco Systems LAN refresh improving security, throughput and resilience
- ✓ Implementation of enterprise grade Firewall technology and policies
- ✓ Microsoft Windows virtualisation through Hyper-V
- ✓ 24x7x365 proactive systems monitoring
- ✓ Robust patching schedules and security updates with CMDB
- ✓ Hardware upgrade to resilient storage onsite
- ✓ Redesign of back up solution including cloud strategy
- ✓ Completely redesigned, standards based Active Directory
- ✓ Implementation of GPO security policies through the business
- ✓ Deployment and training to end users for ITIL Service Portal
- ✓ Fully resilient UCNS support team enabled with remote access to all staff devices

Tangible Results: UCNS deliver tangible results that reduce costs and improve service, whilst implementing robust and secure governance and best practice;

- ✓ UCNS delivered a lower Total Cost of Ownership than any other model proposed
- ✓ By implementing standards based IT solutions business risk was heavily reduced
- ✓ Implementing an ITIL service desk now means service can truly be 'measured'
- ✓ The enterprise network and firewall redesign and upgrade has transformed the performance of on-net services as well the interactions for the ERP and CRM, improving speed, performance and security
- ✓ Overall support for staff and service levels have been improved with resilience



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