

Highly polished support and maintenance for Metalogic customers



Metalogic PLC is one of the UK's top providers of integrated IT solutions specifically designed for the metals industry. In the early 90s, Metalogic were a HP reseller, but the maintenance cover was becoming prohibitively expensive. Their customers started looking elsewhere, so Metalogic looked around for an alternative, to make support more viable both for themselves as a provider and their customers.

Solution

The contract with BT Engage IT was originally signed in 1996 and, as their business grew, so did the maintenance

contract. Then in 2009, Metalogic decided to rethink its maintenance approach. "We felt improvements were needed, in areas ranging from communications to engineers and spares,"

says Newell. Metalogic initiated regular meetings with BT Engage IT to map the way forward, and have worked together

“BT Engage IT has come up with some great ideas too. This sort of thing is the mark of a real partnership. It's about how problems and issues are dealt with, working together to ensure we can deliver a superior service to our customers.”

Mel Newell, Support Administrator

very closely since then, which includes having a Service Delivery Manager as a single point of contact.

Communications are now excellent. Metalogic's eight-strong in-house team answer customer calls, gathering information and, if diagnosing a hardware issue, logging the call with BT Engage IT's Service Desk. Newell says "I immediately receive an email confirming the call's logged and estimated time of arrival for the engineer. There's communication all the way through. Our customers are confident that when we say something will happen, it will happen – or if there's a delay, they'll know about it."

Why BT Engage IT?

BT Engage IT is the right partner for this solution because it offers effective, responsive and flexible maintenance support UK-wide, having in excess of 200 highly skilled engineers spread across the country. The relationship is proactive, and is focused on delivering outstanding added-value services to Metalogic customers.

Working with BT Engage IT allows Metalogic to deliver – and sell to new customers – consistently high levels of maintenance support with confidence: the business doesn't need to invest time, money and resources in delivering support itself, while customers have a faster fix of mission-critical systems.

With over 35 years of industry experience, BT Engage IT takes the headache of IT support and maintenance away.

“We have such a good relationship that we see BT Engage IT support as almost a subsidiary of our company, and therefore something we feel very comfortable selling. As we continue to grow our business, we know BT Engage IT can scale up to meet our needs.”

Neil Webb, Support Manager

BT Engage IT provides businesses with access to one of the most comprehensive IT services portfolios in the market providing compelling and differentiated IT solutions. Additionally, as we are part of the BT Group, we are able to offer a truly integrated suite of services to assist in the advice, design, deployment and support of IT requirements to meet clients' business needs.

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