

24/7 break-fix cover means peace of mind for Capital Support

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SUPPORT



Capital Support was created in 2002 to meet demands for IT support, primarily focusing on hedge funds and private equity firms in the City of London. Experiencing meteoric growth, the company has several hundred clients in the UK and internationally, ranging from start-ups to large multinationals. When the company started it didn't have the capacity or resources to deal with hardware, and didn't want to.

Solution

"We can do everything for clients, delivering a managed services approach wherever possible," says Jonathan

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We have a very good working relationship with BT Engage IT, including the same account manager for over eight years and the same service delivery manager for five years. That's so rare, and has been very important, I can definitely see our relationship developing and growing with BT Engage IT."

Jonathan Barratt, Technical & Projects Manager, Capital Support Ltd

Barratt, Technical & Projects Manager. This is a high pressure environment with demanding clients; for many, effective operations depend on a reliable trading environment supported by IT. For

example, internal response times are measured in minutes rather than hours. "We never breach client SLAs, and are

second to none in that respect. We have some clients with a 15-minute onsite response."

BT Engage IT was mandated to provide maintenance support for hardware direct to clients; providing break/fix cover, including four-hour and eight-hour fixes, for a significant proportion of the servers Capital Support handles under extended warranty cover, plus coverage for additional printers, network kit and firewalls. In this environment, it's important that all equipment returns to service as quickly as possible, with repairs and replacements completed to the highest levels of quality and reliability.

Why BT Engage IT?

BT Engage IT was the right partner for this solution because it has a team of specialist field engineers available throughout the UK, 24 hours a day, 365 days per year, and operates an ITIL aligned best practice approach to IT service management. Being able to deliver fast and efficient resolutions in complex multi-vendor environments is a significant benefit.

BT Engage IT can provide everything direct to client sites without Capital Support worrying about the logistics of purchasing or holding spare parts. Staff can focus on value-added activities, knowing that failed hardware will get replaced with a simple call to the BT Engage IT Service Centre; making things faster and simpler is a big advantage.

"We've worked with BT Engage IT since our company was founded, and it's provided consistently excellent service and support as the business has grown. We wanted a provider with all the resources and skills necessary to handle the entire break/fix maintenance process on our behalf, to the high service levels we demand internally and our clients take for granted. That's what BT Engage IT delivers."

Dean Foreman, Director and co-founder, Capital Support Ltd

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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