

The Medical Screening Company Ltd – Technology Refresh Case Study

Business Sector – Insurance and Related Services 2016

Refresh IT and telephony infrastructure to make substantial improvements to productivity data security and manageability.

Client Profile



infrastructure to integrate into their existing sales platform.

The Medical Screening Company have been providing innovative e-solutions for the UK travel industry for over 20 years. Services include online medical screening, bespoke travel and insurance products etc. They have developed a specialist online screening solution using IT

Client Requirements

Medical Screening had re-located and grown, which was putting a strain on their existing technology, in turn frustrating the staff and inhibiting productivity. Additionally, remote workers needed to be accommodated as transparently as possible. As a trusted technology advisor to The Medical Screening Company ITP was asked to review business needs and propose a technology refresh of the IT infrastructure, to meet the new requirements.



Solution

ITP proposed centralised storage, new PC's with fast Solid State Drives and new VoIP telephones with Wi-Fi headsets, as part of a managed, cloud based solution.

It was very important that the client had minimal downtime, as client response times are critical to this fast moving business. With project planning meetings to manage implementation. ITP liaised closely with The Medical Screening Company to ensure that any disruptive work was performed out-of-hours and in parallel to create a seamless change over.

Business Benefits

- **IT** • The introduction of centralised storage, resulting in substantial improvements to the speed of data access, manageability, information security and backup of all company data to a single location • Remote Access via secure VPN, allowing users to access data from anywhere • Cloud Based IT Management
- **Telephony** • The introduction of Wi-Fi handsets allowing staff mobility • Introduction of centralised management of telephony, providing rapid configuration changes to be made • Provision for calls to be taken worldwide • Much improved call statistics generating improvements in business efficiency
- **Network** • New Cat5E wiring throughout • Surveyed and installed Wi-Fi for mobile devices
- **Implementation** • Minimal downtime for staff

Key Equipment and Services Supplied

Comprised the following elements:



- Introduction of secure, fault-tolerant data storage including backup
- Supply and configuration of Dell PCs fitted with Solid State Drives
- Supply of centrally managed VoIP handsets and Wi-Fi Headsets
- Rapid deployment and setup via desktop pre-configuration
- Software licensing management
- Integration with existing company network
- Hosted Antivirus data security
- Ongoing training and support

Client Comments

We are extremely impressed with the planning and support provided by ITP. They provided us with exactly the right solution to meet our business needs. From migrating our telephony system to recommending and installing all our IT equipment when we relocated.

We cannot recommend ITP more highly.