



ILW SOLUTIONS

Yellowbus meets tight timescales to help Actus ILW get their new office up and running, on time and within budget

IT is now so important for the smooth running of a business that it is crucial that requirements are fully understood and met when an organisation finds itself moving to, or setting up, a new office. This ensures that employees can be productive from the first day of moving-in and do not find themselves having to wait around for equipment to be set up or configured. Such a situation was faced by Actus ILW in early 2010.

Actus ILW is a joint venture of 4 major international companies that has been formed to handle the decommissioning of the Trawsfynydd Magnox nuclear power station in north Wales. When the company was looking at setting up an office in the north west of England in March 2010 the provision of hardware, software and associated services was an important factor as Jeff Haydock, facilities manager at Actus explained.

“We had a very short timescale to both find the offices and equip them with all the necessary computer hardware and software for staff use. As a result, we wanted to find an organisation that could meet our tight timescales as well as offering a reliable and on-going support service that would ensure that our investment in IT was always available.”

During their search for office premises Actus had been introduced to Yellowbus and so asked us to provide a quote for their hardware, software and support which ultimately met both their budgetary and service level requirements.

Hardware and software sourced, configured and installed

Working to very tight timescales we sourced, configured and installed the network and desktop hardware and software. This included designing and implementing a 200 user Microsoft Windows Server 2008 network together with Microsoft Exchange e-mail. As well as providing and installing the network and security devices we also sourced and implemented the specialist Primavera P6 project portfolio management solution running on a Microsoft SQL server.

“Yellowbus provided everything we needed to get the office up and running on time,” said Jeff. “They quickly and efficiently sourced, configured and installed the hardware and software, including the specialist solutions that we as engineering company need, to enable staff to come in on day one and start work immediately at their desks.”

Instant response to any issue

As part of the ongoing support contract we provide both bi-weekly onsite visits and ongoing audits. “The audits are important for the continued smooth running of the operation,” explained Yellowbus IT manager, Mike Douglass. “They enable us to identify many issues before they become a problem for Actus. We can then resolve the problem, sometimes remotely, before it can cause them downtime and reduced staff productivity.”

“The support contract has been excellent for our needs,” concluded Jeff. “It provides everything we require and the instant response we get to any issue we raise gives me full confidence in Yellowbus’ ability to solve any IT problem we may have.”

