



Yellowbus looks after all of DBD's technology requirements - from procurement to support

In many organisations the role of IT specialist is not that person's primary job. They need to balance their main responsibilities with ensuring that the company's IT assets are working efficiently and downtime is kept to a minimum. This can place unnecessary strains on both the individual and organisation when out-of-the ordinary events occur and as it is not their main role they are not always up to date in the latest innovations in IT systems etc.

DBD is a UK-Based, Private Company providing innovative solutions to complex management, technical and engineering issues focused on highly regulated industries. Their specialists operate across many major processing and power sites, including key nuclear sites in the UK. They also provide services to Clients and Partners in North America, Europe, Japan and South Africa.

Reliable and dedicated Internet connectivity

In 2009 they relocated their headquarters to Chadwick House in Warrington and required reliable dedicated Internet connectivity and data cabling. Helen Smith, IT manager at DBD explained, "We chose Yellowbus as they already looked after Internet connectivity for the wider site and came highly recommended."

"IT manager is only part of my role, so I was looking for someone who could take this task off me and deliver the service without any issues. They sorted the whole process quickly and efficiently enabling us to move in on time."

Since then DBD's relationship with Yellowbus has grown as Helen outlined. "Shortly after we needed to replace our existing IT infrastructure and so we approached Yellowbus. They listened to our requirements and recommended a new platform based on Microsoft Windows Small Business Server and Exchange. They were able to take care of everything for the project including implementing a Blackberry Enterprise server, wireless network as well as sorting out our VPN and backup solutions."

Dealing with day-to-day tasks

Mike Douglas from Yellowbus takes up the story, “Initially, DBD did not have a support contract with us, but over time they realised the value of this to their business and so we now provide full IT support and maintenance as well as hardware and software procurement. We also look after their Internet and telecoms requirements as well as delivering consultancy and project management for any new system.”

Helen added, “Even when we did not have a support contract they treated our problems with high priority. This convinced us that they were the right company to partner with for all our technology requirements. We have recently placed an order with them to update our Dell servers and Microsoft operating system as well as the rest of our infrastructure in early 2013.”

She concluded, “I have always been very impressed with the service they provide. There are enough people in their team to ensure that whatever the problem, they have the skills to solve it. This is a real benefit to me and they have a very good understanding of how DBD works and our dependencies on an effective secure IT system. They have also built up a very good working relationship with DBD’s employees. Now I feel confident leaving the day-to-day service tasks such as monitoring and patching to them safe in the knowledge that if a problem occurs, they will solve it quickly. This leaves me free to deal with more business related tasks.”

