



## Webro

Webro is a distributor of cable and other similar products based in Long Eaton. The company buy cable from all over the world and distribute it across the UK and Europe. Their products are often used during satellite, Broadband and telecoms installations. Webro has around 25 staff onsite dedicated to providing the best possible service to their customers.

## IT Support

Webro has been an ACUTEK client for many years, benefitting from IT Support from the Help Desk. Peter Edginton, Managing Director at Webro commented: ***'We like the fact that we speak to someone that understands us and our business. I'm able to know that if any of my staff have a problem with technology I don't need to worry because we have ACUTEK.'***

IT Support from ACUTEK aims for a 15-minute response time and a guaranteed fix. There is no triage system in place as ACUTEK understands that if you are experiencing a problem then it is critical to you and your work. Webro know that if they have an issue that is affecting their business an ACUTEK engineer will act to ensure that they experience the smallest amount of downtime possible. Webro's Broadband is even taken care of so that their technology experience is as seamless and pain-free as possible.

***'I would recommend ACUTEK and have recommended them. My only concern ever with ACUTEK is how they are able to maintain such brilliant service.'***

- Peter Edginton, Webro



## Infrastructure Advice

One of Webro's two physical servers was aging and was due for a refresh. As the company's IT Support provider, ACUTEK recommended that the server was replaced before they began to experience potential downtime and infrastructure issues. ACUTEK recommended replacing the large server with something smaller and moving some services to the Cloud, such as their email, to give them better connectivity when out of the office.

***'The engineer who worked on the project is a credit to ACUTEK. He is a very talented guy, who understands how to work with customers and explains everything well.'***

## Cloud Migration

ACUTEK recommended Cloud solution is Office 365. Office 365 gives the user access anywhere and everywhere to the full Microsoft Office Suite, along with applications such as Outlook, Skype for Business and Yammer.

One of Peter's biggest pains is making sure that technology is always up to date and that all staff are using the same version of software. With Office 365 this pain is now taken away. There is no need to think about needing to upgrade, the newest version is always available with no extra cost.

## Confidence in ACUTEK

Webro know that they have the support and advice of ACUTEK to rely on when it comes to their technology. Over the years, ACUTEK has helped the company build a technology environment suitable for them and their business needs. Peter and his team can carry on and do what they do best knowing that everything is taken care of when it comes to their IT.

