



your trusted IT experts

Case Study

call: 01675 469020 | e-mail: marketing@acutec.co.uk



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Dean Ward - Environmental Consultant  
Brookbanks

## Brookbanks Consulting

Prove good IT support doesn't have to cost the Earth



### What They Do

Birmingham-based Brookbanks Consulting is a multi-disciplined civil engineering company which works on a range of construction and infrastructure projects, particularly in the house-building sector.

Brookbanks Consulting was established more than 20 years ago and has been going strong ever since.

Its head-office is in Birmingham with satellite offices around the UK.



### The Brief

Until recently, Brookbanks had dealt with their own IT in-house but as the company has grown, it simply became unmanageable and wasn't cost-effective to have senior managers concentrating on IT issues.

The company had become more and more reliant on IT over the years - including for CAD design - and now required a new server, back-up systems and a plan for future requirements.

There was a requirement to service a large number of PCs as well as laptops that could occasionally plug in to the network when required.

Dean Ward, of Brookbanks, said: "Previously, we had been able to look after our own IT but it just came to the point where we needed to outsource it to a specialist company.

That said, we wouldn't go out and break the bank on IT systems and support so we needed to find a provider who could work with us on what we needed but wasn't going to charge the Earth!"

After meeting ACUTEC, Brookbanks knew they had identified the right partner.



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### What We Did

ACUTEC provided a new PC and server infrastructure as well as a proactive IT support package that monitors the servers and network.

So, when issues arise, they can be pre-empted by the support team. Brookbanks has also been provided with a back-up and disaster recovery system.

On top of that and, because of the quality and service received from ACUTEC, Brookbanks has also utilised the company to design and build a new website - [www.brookbanks.com](http://www.brookbanks.com)

"We had been getting by with our IT but we needed to upgrade everything," said Dean. Historically, much of our work was paper based, with drawings completed by hand and most of the important paperwork sent by post. Now, most of that is done online which makes life simpler and more efficient.

ACUTEC have come in and have taken over the IT management ensuring we remain up to date, meaning we can concentrate on what we do best, safe in the knowledge that the support is there if we need it.

We would definitely recommend ACUTEC's services to other businesses - in fact, we already have!"

**Dean Ward**  
**Environmental Consultant**  
**Brookbanks**

### Summary

There comes a point in company's life when it's no longer viable to 'do-it-yourself' when it comes to IT.

Support, as Brookbanks put it, doesn't have to cost the earth but the increased efficiency and management time saved in bringing in professional help will more than make up for the costs involved.

IT support and infrastructure is different for every business and ACUTEC will always find a way to meet the IT needs of an organisation in the most cost-effective way.

### Next Steps...



**CALL US NOW ON:**

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