



Business Sector
Fire Safety Management
Sussex 50-100 Users

Overview

The Need

Enhance and Update Server Infrastructure and User IT Estate

Replace existing ERP platform for management of site and engineer management services

Reduce IT and Telephony overheads and complexity internally

The Solution

Fully Integrated IT Infrastructure Outsourcing and Managed Services

SNT Workstation Managed Services Leasing providing workstations, laptops and mobile devices transparently under outsourcing

Integrated SNT Matrix ERP with Mobile Engineer Application to engage business in immediate response and update to facilitate complete integration of service management

Key investment by SNT under outsourcing in new hardware and infrastructure throughout the business

Mobile Telephony Outsourcing for consolidated user support and overhead reduction

The Benefit

Consolidated operations and end-to-end customer management through centralised SNT Matrix ERP

Reduction in operating overheads, and increased productivity through IT use through centralised data platforms and integrated systems provided in partnership through SNT

Mobile Telephony Outsourcing providing consolidated mobile workforce securely and transparently for international workforce

Pyrotec Total Fire Safety

IT Outsourcing and Matrix CRM bringing complete automation through technology

Working with customers nationwide, Pyrotec provide total fire safety management from fire extinguisher supply and installation through to fully integrated fire safety systems for some of the largest sites in UK.

Challenge

Requiring a agile, stable IT platform to complement the continued growth the business has experienced, ensuring performance and availability of IT services, and integration of a replacement ERP solution to provide leading edge web delivery complemented with mobile application delivery for engineer remote communication.

Solution

Engaging in Fully Integrated Outsourcing to provide an integrated solution for Infrastructure and Software requirements within the business SNT have provided a fully consolidated IT strategy as part of the snt Outsourcing.

Integrated SNT software including SNT Matrix ERP to transform business processes and provide total management of business lifecycle including sales, service management, onsite planning and engineer workflow management including complete document management and business intelligence

Implementation of Enterprise Software platforms to provide key transitions to enhance business intelligence.

Benefits

Best in breed ITaaS Outsourcing & Support with SNT Solutions

100% Uptime for Server, Network & Infrastructure Services

Integration of SNT Matrix ERP customised to exact specification for providing complete business management

Mobile telephony outsourcing providing the latest technology for the expanding international workforce

Integration of Agile Cloud services for web based services providing increased resilience and geographic separation of service



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