Call: 0203 137 6351

Email: hello@panoptics.com

PANOPTICS

Creative Events

Rapid deployment of a full Managed Service, under significant time pressure.

Creative are a food and drink company providing high quality and memorable event catering services across the UK. Clients include Olympia, Ascot, Lords Cricket ground, Guards Polo Club, The Royal Horticultural Society and many more.

"We were looking for a company partner with us guaranteeing ou continued to operate as expected into an unforeseen and difficul Panoptics to respond quickly and gather a significant amount of i fully"

Ian Willson, Commercial Director, Creative Events

Emergency IT support ensuring continued and predictable support with no prior knowledge of the environment.

As Commercial Director for Creative Events, Ian Willson is only too aware seamless and robust technology processes are essential to support Creative's high volume, high standard, business providing food and beverage services to the event industry. Creative's high profile and enviable client base know they are guaranteed a consistently high quality and unrivalled event catering experience; essential this level of quality was maintained.

Panoptics were recommended to Creative to provide urgent assistance to their technology department; Creative's IT Manager left the company suddenly without the usual business handover procedure to guarantee minimal business interruption. Creative are in a high profile, demanding business sector and required a trusted partner to ensure smooth business continuity without failures.

> "Panoptics were recommended to us and
> understand what risks existed and how
> experience we can rely on the Panoptic
> a transparent, no nonsense
>
> Ian Willson, Commercial Director, Creativ

A challenging environment

Panoptics couldn't access credentials or infrastructure designs, as these could not be handed over by the departing IT manager. This knowledge had to be gained from the outset of the project. Initially, a full review of the health of the technology environment and infrastructure with stabilisation of services was provided to ensure there were no significant risks of failure.

After a 2 month period the service Panoptics delivered was formalised to a Managed Service contract introducing service desk, onsite support, Infrastructure Management and ITIL aligned services.

Introduction of robust technology processes.

All services are operating well, Creative can now be confident that any level of support required can be accessed quickly by all their end users. Users have a dedicated number to call into rather than relying on the availability of internal IT resources. All systems are monitored with backups complete and running to a datacentre plus inbuilt disaster recovery functionality.

Process and cost benefits

Services can be utilised as and when the business requires them, quickly and easily without the need for complex and time consuming contract negotiations. Creative can be confident they receive the support they need, as and when they want assistance.

Creative events also avoided significant capital expenditure by utilising the Panoptics newly launched pay as-you-go cloud Backup as a Service: BaaS.

Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...click here

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Service Desk

Friendly, knowledgeable support from experts who resolve incidents in the shortest timeframe achievable.

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Onsite Support

Providing end users with a physical IT presence to give them comfort that any local issue will be resolved.

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Backup

Industry leading technology with short-term recovery, long-term retention and Disaster Recovery (DR) as standard.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

Get in touch today.

0203 137 6351
www.panoptics.com

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