

Gregory Wildman

Having invested in a sophisticated computer infrastructure, chartered accountants Gregory Wildman now believe they are one of the most technologically advanced firms in the area.

“Our use of Information Technology has allowed us to offer a more efficient and cost effective service to all of our clients. Because many of the mundane internal tasks are carried out by computer, it enables us to spend more of our time doing what we do best, working with our clients helping them to manage and develop their businesses.” – **David Lewsley, Managing Partner - Gregory Wildman**

With such dependance on their IT system they decided to take an IT Support Package with sister company Conquest Wildman Ltd. Offering a guaranteed Rapid Response time to any hardware or software problems that affect the operation of a business, Gregory Wildman felt assured they had their IT investment protected.

Recently Gregory Wildman had to put the IT Support Package and Conquest’s Rapid Response Service to the test.

Gregory Wildman’s server had suffered a severe hardware failure over a weekend and now just after 9am Monday morning, with work piling up, they placed a call to the Rapid Response Service.

David Lewsley – *“Conquest talked us through a couple of basic procedures over the phone, but soon established that there was something seriously wrong with the system and within half an hour we had an engineer on-site looking into the problem which was quickly diagnosed as a corrupted hard disk drive in the server, which had in turn been caused by a hardware failure at sometime on the Sunday afternoon.”*

To keep Gregory Wildman operational, Conquest were able to get the workstation machines to work as standalones, and create single user access to their e-mail. On Conquest’s advice Gregory Wildman had been keeping regular backups of their system, which had been verified every day. So Conquest were able to retrieve a backup tape from Friday evening and use this to start to reconstruct their system.

David Lewsley – *“It isn’t until you lose the use of your computer system that you appreciate exactly how much you rely on it. For almost two hours on Monday morning, while the engineer worked on the system, we were unable to really do anything productive as almost all of our work is either on, or managed by the computers.”*

Gregory Wildman’s had recently discussed upgrading the server to cater for the continuing growth of the business. Once the extent of the damage had been realised they agreed with Conquest that if a replacement could be installed quickly enough they would upgrade to something with greater capacity for the future. By the end of the day they had installed a faster server, with more capacity than their previous model but with all of their backup data restored.

David Lewsley – *“By seeing what was going on we really started to appreciate the benefit of having our IT Support Package and Rapid Response Service with Conquest. We were kept informed throughout, and our whole new system was back online for 9am the following day”*

The damage to Gregory Wildman’s business was greatly minimised by the fact that they maintained a strictly monitored backup routine, insisted on by Conquest, combined with the service offered under their IT Support Package.

David Lewsley – *“We understand the risks involved in keeping vast amounts of important data on computer, and we have always placed the utmost importance on our backups, ensuring that we check them daily and keep both on-site and off-site copies of all our tapes. Although it is extremely rare that we need them, on this occasion our attention to this area of our system paid off immensely.”*

The importance of backing up data combined with a rapid response IT support package is highlighted in this case study about high tech chartered accountants Gregory Wildman

Lessons To Be Learned

- It pays to protect your IT investment with an IT Support Package. Combined with a Rapid Response call out to minimize business downtime, it can help you budget for IT expenditure by avoiding unexpected pay outs in the event of something going wrong. To find out more about a Conquest Wildman IT Support Package request a leaflet by calling us on the number below, emailing us at sales@conquestwildman.co.uk or by lodging a request for information at www.conquestwildman.co.uk in the contact us section.
- Check your backups are working regularly. In a busy office environment this task can often be overlooked, which can have disastrous consequences such as loss of important data. Conquest Wildman offer a Backup Verification service to regularly check your backups are working correctly, so that in the event of an emergency you are always able to retrieve your data. To find out more you can download a detailed Product Specification Sheet from www.conquestwildman.co.uk in the products and services section or call one of our friendly staff on the number below.

FOCUS ON RAPID RESPONSE IT SUPPORT