Case Study

STSdefence

Company
STS Defence

Industry
Electronic manufacture,
Systems engineering

Headquarters
Gosport, Hampshire

Founded
2004

Services
IT & telephony support

Key benefits

- 24/7 support

- Active system monitoring

- Backup

- On=demand help

- Support portal

STS Defence, a quality focused manufacturing and engineering service provider to the Defence, Aerospace and Nuclear sectors, has chosen Silver Lining to provide their fully managed, 24/7 IT and telephony support.

Silver Lining is consolidating all of STS Defence's IT and telecoms maintenance and support into one fully managed service, significantly reducing their total costs, combined with the hassle of managing a host of different suppliers for their different support needs.

The Challenge

STS Defence now have 24/7 access to a team of highly skilled engineers that are on hand to support their IT Infrastructure and telephone system.

STS Defence were looking for one supplier to provide IT infrastructure and telephony maintenance and support 24 hours a day 7 days a week including all public holidays.

Situated on the western shore of Portsmouth Harbour on the South Coast of the UK and with a workforce of approximately 150 employees, STS Defence offers a high quality, comprehensive and responsive service to their customers through a variety of fixed and mobile conditions.

STS Defence's communication requirements are particularly complex with four sites located around the UK with many employees working remotely out of the office. Couple this complexity with the company's ambitions to use technology to revolutionise the way they interact with their customers, STS Defence is a company that demands the very best IT & telecoms support.

STS Defence were initially reluctant to outsource their IT support due to a concern about allowing an outside party access their systems and sensitive data. Fortunately Silver Lining has vast experience in these areas and was able to take STS Defence through the process and establish a comfortable working partnership.

The Solution and Benefits

Silver Lining operates a UK based highly skilled team of support engineers for all IT infrastructure and telephone systems maintenance and support customers. Silver lining have 5 full time engineers fully trained on STS Defence's specific IT infrastructure and telephone system who are dedicated to its smooth running.

Silver Lining's fully managed maintenance and support solution include a list of the following key factors:

- **24/7 Support** - Silver Lining's helpdesk is manned 24 hours a day, 7 days a week, which enables Silver Lining to work around the clock to resolve any issues should they occur.

- **Active System Monitoring** – Silver Lining's engineers actively monitor the health of STS Defence's your telephone system both remotely and by conducting preventative site visits.

- **Back Up** – Silver Lining's team perform a fortnightly backup of STS Defence's system configuration/directory & settings. This is then stored in Silver Lining's secure date centre ensuring there is no single point of failure.

- **Quick Help** - Silver Lining appreciate that telephony is crucial to STS Defence's business so regardless of the SLA Silver Lining will endeavour to respond to every fault as soon as possible. The average response time for faults over the last 12 months is 23 minutes.

- **Support Portal** - Silver Lining operates its very own support portal enabling users to log issues against specific services within each contract. This not only allows STS Defence to view the progress of their fault real time, but it also enables STS Defence to track Silver Lining's performance when responding to the faults.