

Premises move during business hours

Nexis Services have moved to larger premises to improve their customer service and required a move of their critical IT infrastructure in business hours



Barrie Richards
Nexis Services

“EasyLifeIT take the panic out of progress. They correctly identified what we needed and achieved it. To be applauded”

About EasyLifeIT™

Employing rigorous and robust customer service principles to deliver a unique and exceptional IT support experience

**22 Orton Enterprise Cntr
Bakewell Road,
Peterborough. PE2 6XU**

Nexis Services operates next day parcel and pallet services under the APC and Fortec banners from premises in Fengate.

Increasingly pushed for space, the decision was made to move to larger premises to better service their customers and provide literal space for growth. As their long standing IT support provider, we were asked to plan and implement to move of their IT equipment and minimise disruption for operations

Challenges

- Effect the move with bare minimum IT downtime, working around operational requirements
- Ensure connectivity to internet was immediately available at new premises
- Ensure no emails were lost during downtime

Solution

- Prepare a new internet connection, network infrastructure and wireless system and test prior to move
- Prioritise key operational staff and systems for “first up” status
- Put in place email continuity system for duration of move

Process

- Order internet connectivity and test network connectivity before move
- On the day, prioritise and move key operational server and devices
- Ensure email flows, receipt and ability to send
- Follow up with less critical devices
- Test and prove system in new location

Results

- Key operational users had full access to systems within 1.5 hours
- Email communication was not delayed and no emails lost
- Negligible impact on operations

“A really impressive outsourced IT outfit that is professional but human”
Call EasyLifeIT™ free on 0800 043 9186 to discuss your technology support requirements