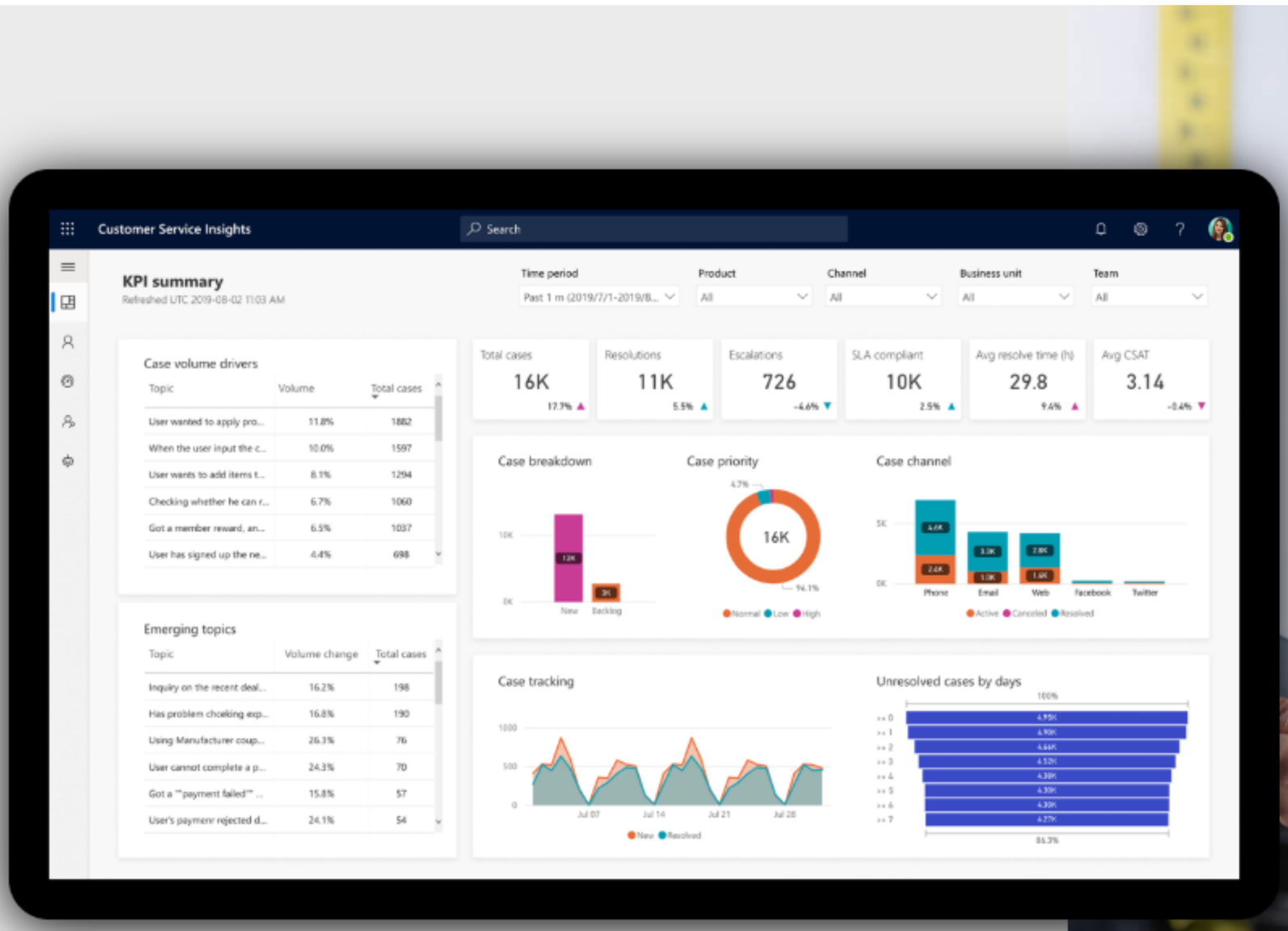
CASE STUDY



Helping Processplus get more out of their data and Cloud based applications

The Customer Challenge

The starting point for the relationship was a broad review that Processplus were carrying out of their IT support. As part of that process Managed IT Experts were invited to tender for IT services alongside their existing IT provider.

The key thrust of the project was to transform their IT approach from a reactive to a more proactive one, delivered via a Managed Service. Following an extensive due diligence process – which took into account the very specific ISO related industry requirements which apply to the sector – Managed IT Experts was pleased to be appointed IT provider for Processplus.

Initially we were able to change the focus of their IT support from a reactive approach to one that was based on a proactive and forward-looking approach. Having also worked with them on migrating their core infrastructure to the Cloud the key focus was on helping them to get more out of their existing data and systems.

- The development of a new interface customized to the needs of Processplus
- Sharepoint integration with Dynamics including secure migration of all data
- Strong focus on improving project management efficiency
- Learning path interactive training for all staff

Key Benefits

Processplus experienced a number of key benefits including:

- One single view of data which is available across the business
- Moved away from complex and cumbersome spreadsheet approach
- Teams are able to get more done, more quickly by collaborating using a smaller number of business apps

> *"We have engaged Managed IT Experts for support and further development with our CRM system (Microsoft Dynamics) and they have a very good knowledge of this product and its capabilities."*

Scott Sinclair, MD
Processplus

ABOUT Processplus

Processplus Ltd. headquartered in Dunfermline, Fife, is multi-disciplined process instrumentation and engineering company, and they have over 28 years' experience in the industry.

SOLUTION FOCUS

Managed IT support, Digital Workplace and data migration

QUICK FACTS

- Managed IT Experts were successful in winning a tender for IT support services by Processplus
- Were able to provide a more proactive approach to managing their IT
- And also migrate them - and their existing business data - safely to the Cloud