

Quality designed into IT support



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Jonathan Plant, Director
Lipton Plant Architects

Computer dependent company

As a client-focused architectural practice, Lipton Plant Architects uses the latest CAD software to produce high quality drawings and plans. For the team of seven, a reliable and flexible IT infrastructure is therefore critical.

Jonathan Plant, one of the founding directors, explains: “We are totally dependent on computers; they are the tools of our job. If they stop working, so do we.”

Although the company was managing some basic IT tasks in-house, it had always used a third party for support. However, it had become disillusioned with the cost and quality of this service.

Budget certainty

As an existing BT customer, Lipton Plant Architects has found the solution in BT IT Site Manager – a comprehensive support offering for server and PC set-ups/ networks that includes monitoring and management. With CAD software and a small business server supporting Microsoft Exchange-based email, the company's network is more complex than many small businesses, but that posed no problem for BT.

“The BT package gives us exactly the right service levels for our needs. The fixed cost is particularly attractive because it gives us the certainty we require when we budget across the year,” says Jonathan Plant.

About Lipton Plant Architects

Lipton Plant Architects offers a full residential architectural service to both public and private clients. Its comprehensive service covers every aspect of a building project from initial feasibility through to site works and final handover. The company places particular emphasis on the involvement of its clients at each stage of a development. Based in Islington, North London it started business at the end of 2002, and employs seven people. As well as broadband and telephony services, BT also provides Lipton Plant Architects with its office communications system.

**Lipton
Plant
Architects**

Cost effective service

As well as rectifying day-to-day problems – for instance, people not being able to print or log on – the BT IT Site Manager team has helped to ensure IT continuity, for example by dealing with server performance issues. On each occasion it has identified the problem and determined the appropriate course of action. UK based, the team has also provided Lipton Plant Architects with advice on how to improve vital data back up arrangements; and helped with enhanced spam filtering to prevent the receipt of junk email.

Jonathan Plant concludes: “We are delighted with the responsiveness of BT IT Site Manager. Unlike our previous supplier, anybody in the office can ring up and get immediate help. It gives us the reassurance we need and we feel that we really get our money’s worth.”

About BT IT Site Manager

The most comprehensive package in the BT range of business IT support services, BT IT Site Manager offers different levels of cover to suit individual budgets. Remote support, server monitoring, on-site engineering, and replacement parts are all available for a fixed monthly fee. A UK-based team of support professionals provides service around the clock. Reported problems are diagnosed and normally resolved remotely but, if needed, an engineer is sent to site. The service is designed to support an organisation whether or not it has its own in-house IT team. The majority of IT equipment and software can be covered, even if it has not been purchased from BT.



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