

# Portfolio casestudy

# Orchestra

Successful implementation of a maintenance plan has ensured that Orchestra are supported in all their IT needs as per the new Managed Services Agreement.



## The Client

Founded in 2007, Orchestra are independent, knowledgeable and ambitious. They boast a first class team of planners, creatives and account handlers, with the perfect blend of skills and experience to meet your needs. They offer a full mix of brand and response services – from strategic planning to media planning and buying, through to production across television, radio, digital, mobile, social, print and direct.

## Their Problem

Orchestra had a twofold requirement, one was to seek out a seasoned Managed Services Provider to support and manage with their IT department (which consisted of base IT infrastructure and bespoke applications), and secondly they required a solid path to migrate their email and messaging to the cloud and upgrade legacy hardware in the process.

# Our Solution

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SystemRapid performed a complete requirements analysis to produce a bespoke Managed Services plan to encompass all of Orchestra's requirements, from daily maintenance, rapid incident resolution, supporting the in-house software and implementing ITIL based service desk. This resulted in shorter response and resolution times, clear paths open to staff to ask for technical help and a pool of talent they can seek assistance from on the Service Desk rather than only from the in-house technician. As Microsoft partners and having experience in their cloud and hosted offerings, we carefully planned a migration process from their in-house mail servers to Microsoft Hosted Exchange, this freed them up from their in-house servers and all of the commitment which came with it including space, power and constant support and maintenance. The new

solution would give Orchestra the flexibility to add mailbox and features as and when required and remove the dependency on their own server hardware.

Planning and managing Orchestra's site migration was a challenge we accepted, as they required minimal downtime, to be able to continue serving their customer base while the migration was undertaken and to have all systems and users migrated on a Friday evening and have it all up and running by Monday morning. We implemented a strategy using our highly knowledgeable technicians and engineers and developed plan to ensure that all aspects of the migration were managed with precision to ensure that Orchestra would attain its IT goals.

## Where they are now?

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Successful implementation of a maintenance plan has ensured that Orchestra are supported in all their IT needs as per the new Managed Services Agreement. The successful project integration has allowed Orchestra to continue operating at a high level with minimal disruption. SystemRapid provides Orchestra with their daily IT support, ensuring that they can continue providing a great service to their clients while SystemRapid manages technology needs.