



Teleport *Case Study*

Client

A multi branch solicitors firm specialising in domestic and commercial property conveyance.

The Challenges

- No internal IT support personnel or systems
- Manual filing and archiving system
- Lost man hours
- Tight budgets



The Solution

Teleport were engaged in 2000 to provide an outsourced IT support service to the client on a trial basis. Nearly ten years later, Teleport has continued to provide daily IT support including sourcing cost effective hardware, software and peripherals, managing the IT infrastructure for office moves, maintaining servers and designing and most notably implementing a Case Management System to help streamline client file management.

Teleport Says:

"As well as the day to day support, the Case Management System is a great example of how Teleport works with clients to solve real business challenges.

Working alongside our software partner, Katron Systems, we have worked with the client to understand their requirements and designed a bespoke solution to suit their operations and budget.

Once the bespoke software had been written Teleport worked with the client to implement the infrastructure required to roll out the new system and train staff.

Teleport has also set up virtual networks within the branches which allow us to 'dial into' their servers from the office and resolve some issues remotely enabling problems to be solved as quickly as possible with minimum disruption to the client."

The Client Says:

"We've been working with Teleport for nine years and continue to be delighted with the service we receive. Nothing is ever too much trouble and we are particularly grateful for their 'out of the box' thinking and ability to deliver solutions on time and within budget whatever the problem or brief.

If something requires fixing over a weekend to reduce business down time, Teleport are always there to help. They try and save us money where they can, which we're certain isn't always in their best interest, however makes a great difference to us.

The Case Management System is a great example of the value Teleport has added to our business. They worked with us to truly understand what the system needed to accomplish as well as our budget. Since the Case Management System has been implemented we have seen a dramatic improvement in terms of staff efficiency levels and we are also delivering a faster and more productive service to our clients.

We really do regard Teleport as an extension of our own team."