

IT Support Services Specifically Designed for the Construction Sector



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Case Study: IT Service Provision to Major UK Construction Company

The Construction Industry

The construction sector places unusual demands on IT systems and the teams that have to install, manage and support them. Having access to IT support services specifically designed for the sector means that construction companies can draw significant benefits from a partner that can complement internal IT resources, solve inventory management problems and maximise the efficiency of IT on numerous sites across the UK, regardless of how temporary they are.

ATM Technology Management specialise in helping construction companies to significantly improve their return on investment (ROI) in IT by driving down the associated management and support costs whilst increasing system performance, reliability, availability and security. With innovative IT support solutions, dedicated management systems and leading edge IT support services, we add true competitive edge.

The Challenge

- Set up remote construction sites quickly, with minimal local specialist expertise
- Remove the burden of IT inventory management and storage
- Ensure IT issues are swiftly resolved regardless of the location or movement of equipment
- Liberate internal IT resource to focus on core activities
- Provide confidence that requisitions will be fulfilled successfully within committed timescales
- Allow comprehensive remote access to management, audit and control systems
- Reclaim and recycle useable IT equipment

The Solution

ATM provide a comprehensive support solution that was tailored to address the customer's needs.

Benefits include:

- Faster deployment of IT in all new project locations and direct cost savings by eliminating the need for local IT infrastructure and support
- Management of IT procurement, software imaging, asset tagging and storage
- Accelerated response to solve remote IT problems in locations anywhere in the UK
- Contracted performance levels, ensuring clarity and providing quality assurance
- Comprehensive access via the internet to ATM's on-line service management system
- Independent and instant retrieval of management and performance information

The Customer

This customer is a leading UK building and civil engineering contractor with a name that has been synonymous with the construction industry for over 130 years and with a reputation for quality. The company turnover is approximately £800m and they employ around 1500 staff.

They pride themselves on their capability and expertise to manage a wide range of multi-discipline projects. Central to their approach is the continuous improvement of the quality, time and cost of services they provide to clients. Their long-term partnership with ATM helps them ensure that IT assists effectively in the achievement of these goals.

Their Computer Services Manager reports:
"Before ATM we couldn't determine where our IT equipment was and what quantity was back at our supplier. This was extremely frustrating and time consuming."

"Now, details are available at a press of a button via ATM's own on-line inventory and this data is matched with our own records."

"A simple on-line request then leads to the equipment being delivered to site, complete with recorded asset number and software configured ready for use. When the equipment later needs to be moved, be it to another site or to be held in stock, ATM manage the process completely ensuring all necessary inventory adjustments are made and systems are refreshed ready for re-use."

"The status of all equipment can be quickly checked on-line. For new equipment we receive a monthly price list of our standard products and these can be ordered pre-configured to our requirements."



The impact of IT on the business

In addition to HQ, the business operates through a network of over 60 offices and temporary sites located across the UK. The company requires all site locations to be IT-enabled swiftly, with the ability for the site infrastructure to be managed from head office with minimal local specialist expertise.

Complete and accurate real-time project data is essential for both effective project management and maximising the ROI from IT. Should IT fail to fulfill the demands of the business, this can result in delays or errors potentially costing millions of pounds. If data is mismanaged or lost, the evidence necessary to support billing of work completed could be lost forever.

The Computer Service Manager continues:

“Our previous supplier couldn’t provide full national support and subcontracted out the work in Scotland. I have also found some IT support companies to be inflexible and arrogant.”

“In contrast, we have a very close and good working relationship with ATM who react swiftly should anything need attention. ATM’s national engineering presence ensures we receive a far better service.”

The impact of ATM support

Should IT problems be experienced anywhere in the UK, regardless of if the IT equipment has

been recently moved, ATM swiftly responds and ensures the business impact is minimized. It is not just about getting the equipment fixed either. Checks are made to ensure that users are left fully operational.

As their Computer Services Manager says:

“Over the years we have been dealing with ATM they have ensured that problems with IT, wherever located, are swiftly resolved. The management burden this removes is considerable.”

Comprehensive remote access is provided to ATM’s e-ATMIS on-line service management systems.

This provides customers the ability to:

- Gain real-time access to Service Performance reports and statistics
- Order equipment and review pricing
- Place requests for IT support
- Review outstanding work in progress
- Examine IT inventory including stock levels, condition and location
- Access contract documentation and refer to agreed procedures
- Request meetings and review the minutes of previous meetings
- Reference contact details within ATM for all aspects of the service

The Computer Service Manager sums up:

“ATM provide a perfect example of the benefits of outsourcing. They react quickly and flexibly and their team is happy to go that extra mile. I would not hesitate in recommending them to anyone considering outsourcing or changing their current IT services partner.”

ATM services for the Construction Industry:

- **Asset / Inventory Management**
Multi-vendor procurement; inventory storage; asset tagging and full web access to asset information.
- **Installation & Rollout Services**
Engineers based across the UK trained to install IT that ATM have previously configured and imaged ready for use.
- **Remote Site Support**
Swift, local response to problems on site regardless of UK location.
- **Remote site monitoring**
Detect and often fix IT problems before they impact the site. Police site compliance to ensure it is in line with IT policy (e.g. backup, password, patching and anti-virus procedures).
- **Recycle & Disposal Services**
A vital part of the inventory management process that maximises return on investment and ensures compliance with current legislation.

About ATM:

As a UK nationwide provider of help desk, IT maintenance and managed services, ATM Technology Management offers a range of integrated services including hardware maintenance, network & application software support, project management and equipment supply.

Using teams based in the field or on customer sites, all services are delivered under an ISO 9002 quality management system. ATM has over two dozen accreditations with leading hardware and software vendors including 3Com, Cisco, Compaq, Dell, HP, IBM, Microsoft, Novell and Sun.



For further details, please contact ATM's sales team on: -

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