



Case Study:

Trusted Long-Term IT Support Provider

Customer:

DCUK FM

Overview

DCUK FM is one of the UK's leading providers of duct cleaning, decontamination and asbestos removal services for building refurbishment projects, ventilation and kitchen extract systems. As well as serving housing associations, local authorities and clients in the private sector, some as far afield as the United Arab Emirates, DCUK FM is also often called upon to decontaminate historical documents.



Our challenge

Since 2001, DCUK FM has relied on Quadratek to manage and maintain its IT and telephone systems. During this period the business has had a change of ownership and enjoyed sustained growth, both organically and through acquisition. In 2018 DCUK FM acquired Forest Environmental Ltd (FEL), doubling its size.

What we're doing

To meet DCUK FM's ever changing support needs we use the SolarWinds suite of systems and network management products. This gives us a dashboard showing the status of the company's laptops and mobile phones; close to 400 devices. Network attached storage (NAS) meanwhile is provided by Synology. We also work closely with DCUK FM's app developer to ensure the bespoke app used by the company's staff meets the business's needs and operates smoothly.

Providing a [unified communications experience](#), being IP-based, the new telephone system also cuts DCUK FM's call costs to zero.

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What we're doing cont'd

Technical support staff at Quadratek are available to resolve all manner of technical queries and have remote access to the DCFM UK's laptops and mobile devices [link: DCUK FM MaaS case study]. Users can call us on a dedicated number or trigger a support ticket by simply sending us an email.

As well as providing ongoing support and maintenance to keep this client's business running smoothly, we have also completed some significant technical upgrades in recent months. These include:

- **IP phone system.** We supplied and installed a new IP telephone system to replace the company's previous ISDN-based system. This offers enhanced capabilities such as door answering, easier management of group dialling permissions and a more flexible conference call system. Providing a [unified communications experience](#), being IP-based, the new telephone system also cuts DCUK FM's call costs to zero.
- **Data cabling the Birmingham office.** Added to the company's estate as part of the FEL acquisition was DCUK FM's Birmingham office. We rewired this office, installing new security cameras and the WatchGuard secure, cloud-managed Wi-Fi across both the office itself and storage areas.
- **Conference room upgrade.** The centrepiece of this project is a 65-inch TV monitor linked to the Solstice meeting room platform. This allows for seamless connections between the monitor and inputting devices such as laptops, tablets, and mobile phones

Results

DCUK FM's Senior Management have aggressive growth plans which are organic and by acquisition. Having an IT service partner that provides reliable cost effective support solutions, with the agility and flexibility required to meet these ambitious plans is a vital component in their plans for success. Pre acquisition due-diligence and post acquisition seamless integration to the existing business infrastructure requires complex planning and management.