



KELTEC

Business - driven IT Solutions and Services

Case Study

The Institution of Engineering and Technology

Maintenance and Support



More Information

For more information on our technology services, please call us or visit our website

t: +44 (0)1344 306700

w: www.keltec.co.uk

Keltec takes care of the Institution's maintenance and support as part of a long-standing business relationship between the two companies

Advancing knowledge

The Institution of Engineering and Technology (IET) is one of the world's leading professional societies for the engineering and technology community, with more than 150,000 members in 127 countries and offices in Europe, North America and Asia-Pacific. The IET provides a global knowledge network to facilitate the exchange of ideas and promote the positive role of science, engineering and technology in the world.

The Institution's vision centres on sharing and advancing knowledge throughout the global science, engineering and technology community to enhance people's lives around the world. At the same time, it has a mission to build an open, flexible and global knowledge network supported by individuals, companies and institutions and facilitated by the IET and its members.

It's a role that demands robust IT. The services provided to IET's members around the world necessitate a highly reliable IT environment, covering the provision of virtual libraries and archiving along with the usual IT services and support offered for the Institution's staff.

"With Keltec we are able to have a fully supported and maintained IT environment at the right price. Keltec's SLAs are competitive and the quality of support is excellent: reliable, responsive and flexible."

Steve Wood

Technical Support Manager

The Institution of Engineering and Technology

Taking complete care of maintenance and support

In a long-standing business relationship, Keltec is the IET's chosen provider for a range of hardware maintenance, predominantly across HP equipment. The IET's IT environment comprises around 50 HP Intel servers and a mix of Dell PCs with Windows operating systems. At other times it has reached 120 servers.

Keltec's hardware support service helps to reduce cost and complexity with a single contract and single point of contact. According to Steve Wood, Technical Support Manager: "Keltec take complete care of our maintenance and servers – we know we don't need to worry about this task and that's an important part of the business relationship."

In addition to 3rd party maintenance services, the Institution makes full use of Keltec's services with the appropriate CarePack Support Services. Keltec monitor the different expiry dates within the IET's environment and then consolidate agreements into the next contract. For the IET, automatic consolidation lessens the burden of multi-date contracts.

More Information

For more information on our technology services, please call us or visit our website

t: +44 (0)1344 306700

w: www.keltec.co.uk

Peace of mind – Service Desk

Of vital importance to the relationship is Keltec's Service Desk. With this service, Keltec provides a single point of contact for logging all service calls 24x7. The service management call desk is the focal point for customer calls, management and tracking of assets and contract specific information.

"We need to know we can get expert help when we need it, from one provider who manages all relationships and has expertise across our whole IT environment," says Steve Wood.

"And we need to have all support agreements consolidated and put through defined vendor management processes. Using Keltec, we can achieve this. It's all about peace of mind."

Best maintenance available - through competitive SLAs

Keltec works closely with the IET to provide ideas around their technology, making sure they remain up-to-date with their IT environment, while ensuring it performs efficiently and cost-effectively.

Service Level Agreements (SLAs) play a critical role. "We not only receive the best pricing for our maintenance but we also get excellent support through the most competitive SLAs," says Steve Wood. He likens the purchasing of a server to that of a car which comes with a warranty. "When the warranty runs out you want the assurance of another warranty. So we take out replacement hardware warranties with Keltec, as we know anything could go wrong," says Steve Wood. "This gives us the confidence we need that we will be able to keep delivering for the business of the Institution."

The service is both flexible and easy to tailor to the IET's requirements. Depending on the criticality of a server and the service it offers to IET members, there are varying SLAs to suit the need. For the IET, these cover three different levels of support availability: 4 hours, 8 hours and 24 hours.

One crucial service needing the highest levels of availability and support is the Institution's Library and Archive System – a vast collection of digital and printed resources on all areas of engineering and technology, including online catalogues and the IET Virtual Library. Used by the Institution's global membership – along with a number of other publishing services – Keltec takes full responsibility for maintaining it at optimum levels, including a number of DMS servers and an Editor Directory.

One stop shop – and the right people

Keltec offers the IET a one stop shop for their maintenance and support. It includes taking on the total management of third party vendors, undertaking all the necessary coordination, renewals, licensing, support, repair and more.

"The IET is able to rely on Keltec to professionally and cost-effectively manage all the support and maintenance for our IT – including third party vendor and sub-contracted services. For the Institution, having a one stop shop with Keltec means removing the burden we would otherwise face," says Steve Wood.

Keltec service the IET's account with quarterly reviews, at times by phone but ensuring at least two face-to-face meetings a year. "The service is very good. Keltec deliver regular service reviews with the IET to ensure the service continues to meet expectations" adds Steve Wood.

"The IET is able to rely on Keltec to professionally and cost-effectively manage all the support and maintenance for our IT – including 3rd party vendor and sub-contracted services. For the Institution, having a one stop shop with Keltec means removing the burden we would otherwise face."

Steve Wood

Technical Support Manager

The Institution of
Engineering and
Technology