

IT SUPPORT CASE STUDY



CLIENT INFORMATION

CLIENT: The HOCA Practice
SECTOR: Architects
LOCATION: Medway, Kent
SERVICES: IT Support
Consultancy



THE BRIEF

The HOCA Practice is a Chartered Architects and Lead Consultants formed in 1999 by William Hogan O'Neill based on the Medway City Estate in Rochester. HOCA moved into their new premises on the Medway City Estate at the same time that we moved into our new premises in the building opposite them. HOCA were looking for a local company who could re-locate their network from their old premises in Bexleyheath and also be able to provide them with the support required for their new offices. Knowing that we are literally a stones throw away from them meant that we were their first choice for a support company.

THE SOLUTION

After an initial audit in July 2007 at their old premises to ascertain what William wanted to achieve from his new network, we were asked to suggest and quote for a solution. We made the suggestion of some premium edition software for their Small Business Server which gave HOCA a sophisticated firewall restricting internet access when required for individuals. The one major change to the set-up was that William wanted to go completely wireless in his new offices. We were able to provide a HOCA with a complete solution which was both cost effective and fundamentally all encompassing of William's requirements for their new offices. Following the set up of the network, we were asked to provide on-going support to HOCA, and we have now been providing support to them for 4 years.

OUR CLIENT SAYS

William Hogan O'Neill, principle at The HOCA Practice says;

"Impreza provide us with more than just a great IT service. They work alongside us so that we can concentrate on what we do best without worrying about the technology we rely on"

