

Want any reassurance about Holker IT and what we do?

Don't just take our word for it...

The client

Assist Facilities Management is a leading asbestos management company offering asbestos surveys, testing and removal services across the UK from its headquarters in Blackburn.

The project

To totally upgrade and replace the existing software and servers and to provide remote access for the remote offices, along with a new and sophisticated telephone system.

The challenges

The client had identified that their existing system had become outdated and wanted to use the opportunity to maximise the potential of latest technology.

They were looking for increased efficiency and greater flexibility in day-to-day operations. Holker IT recommended new servers on a Hyper-V VM monitoring platform, adding an RDS server for remote access and multi-

site VPN solution. The project also included the creation of offsite back-up and the addition of double-time, high-availability software for real time application. Holker IT custom designed the entire system, ensuring that it worked in complete harmony with the VOIP telephone system installed at the same time.



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- Assist Facilities Management



Basically our systems – IT and telephone – had grown old and tired. The IT element was seven years old and could no longer do what we needed it to do.

We took the view that we needed a new start and embarked on a £25k investment, which has since paid handsome dividends in terms of improving overall efficiency. Personally speaking, I have noticed many advantages and benefits – not least by being able to access the office, via a router, from anywhere in the world, which is particularly significant when you do a lot of travelling. Holker IT impressed us from first day to



last. They listened carefully to what we wanted, were pro-active in putting a plan together and then executed it without too much fuss. There was a problem with the telephone system manufacturer, who seemed to think that the blame lay with us, and they even took on the task of putting them straight too! It was a big project for us and a lot of money to spend, but the value soon became apparent and the on-going support has also proved invaluable.

Ian Guest
Managing Director, Assist Facilities Management

