

Customer Case Study

Mission Recycling Group, Worcestershire.

integratech



Mission Recycling, based in the Midlands is a dynamic, forward thinking waste recycling company offering tailor made recycling solutions to both local authorities and the private sector.

With a passion for innovative solutions for the problem of increasing waste, the Mission Recycling management team has experience across all the waste management recycling arenas including collection contracts, specialist vehicle knowledge, licencing and planning and energy from waste applications. Mission Recycling relies daily on an efficient computer network and needs a quality IT Company to administer its systems.

“The level of professional support that Integratech has provided to our businesses over the years has been second to none.”

**Hayley Alderton, Accounts Controller,
Mission Recycling Group**

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Overview

Mission Recycling understands the value of having an IT support contract in place to ensure network infrastructure is fully protected for all eventualities. For the past few years Mission Recycling has used the services of Integratech to ensure core business systems are actively monitored; guaranteeing major network issues are rectified before they cause any substantial problems for the organisation.

After an evaluation of their network infrastructure, Mission Recycling felt a full system refresh would be necessary in order to meet their changing requirements. From this Mission Recycling put out an invitation to tender. Once they accessed the proposals, it was decided that Integratech were the best choice to carry out the project as they already had an excellent understanding of the existing network at Mission Recycling and offered the solution that best fit their needs at the most cost effective price.

Since completion of the system upgrade Mission Recycling is now using a system that will allow them wide flexibility to support expanding applications. Should issues occur, the restoration of both hardware and software is a much more straightforward process. As part of their solution a ProActiv support contract safeguards against any possible system issues.

The Solution

It was decided that a complete overhaul of the network infrastructure at Mission Recycling was necessary. This was to improve system performance and provide a more secure working environment. Due to the scale of the operation a two phase approach was required.

Phase 1 of the process involved server installation and configuration, including installing specific applications and operating systems on the new servers, installation of a wireless solution, and the provision and installation of antivirus software.

Phase 2 involved replacement of all the PCs and laptops within the business, including training members of staff on how

to use the new equipment.

Hayley Alderton, Accounts Controller at Mission Recycling comments “Our new server and computer installation was completely managed by Integratech, from finding the right solution for our company needs, right through to installing the system and training our staff on it.”

“The level of professional support that Integratech has provided to Mission Recycling over the years has been second to none, delivering our company a hassle free service that meets our growing business needs.”

Mission Recycling has upgraded their existing support contract to ProActiv. This provides 24/7 monitoring of key systems including server hardware, system software and network infrastructure.

The Benefits

Mission Recycling were impressed with the level of service they received from Integratech during the planning and installation of their new infrastructure.

Hayley comments “The on-site engineer who installed the new system did so with minimal disruption and managed the project superbly. In addition to this our Account Manager has a real understanding of our business and what we require from our IT infrastructure. This proved extremely useful when deciding on our hardware requirements.”

Security has always been important to Mission Recycling with staff previously feeling that their system was not as secure as they wanted it to be. With Integratech installing brand new servers loaded with industry leading antivirus software and monitoring software it has increased the security of the network considerably. This ensures the threat of severe system disruption or failure is now basically non-existent.

With network performance being monitored by Integratech on a consistent basis it means Mission Recycling simply do not need to worry about IT problems.