

Virtual IT Gets Star Stamp Of Approval

Belfast based IT company cmi, one of Northern Ireland's leading IT service providers received the Star stamp of approval when it comes to providing cost effective IT support and infrastructure upgrades.

When local company Star Instruments approached cmi with a specific need for affordable, proactive managed IT support and an infrastructure upgrade to help streamline their IT systems and improve continuity between their Dunmurry and Hertfordshire factories, cmi identified the Virtual IT Assistant (VITA) as the most suitable solution.

Star Instruments was formed in 1965, together with its sister company, Dunmurry based, Dunellen Limited, and since then has gained the reputation as a leading manufacturer of high quality, Pressure, Temperature and Flow instrumentation.

Despite the current economic climate, Star Instruments remains the shining success story for local manufacturing with business continuing to grow and thrive in both the UK and international markets. With a significant increase in business in recent years it became apparent that the IT systems needed to be brought up to speed to meet growing business demands.

Following a recommendation Stephen Donnelly, Chief Executive of Star Instruments sought advice from cmi:

"Our business has grown organically over the years and like most companies we have evolved with the technology and became heavily reliant on IT. Our computer systems are key to our business with vital information such as administrative information, bespoke applications, quotes and customer records being utilised on a daily basis between the Belfast and Hertfordshire sites.

Although our business was depending on our IT systems more and more our processes lacked the continuity and consistency we required to meet our business

demands. We were keen to find an IT provider who could supply us with the software, hardware, backup and support we required without having to go to a number of different providers. In July 2010, I approached cmi who were able to fit this requirement and provide everything we needed for the infrastructure upgrade and managed support."

Heidi Dunn, Business Development Manager from cmi said:

"Star Instruments Limited had a specific need for affordable, proactive IT support and an infrastructure upgrade to help streamline their IT systems and improve continuity between their Dunmurry and Hertfordshire sites. We are delighted to have been appointed their IT service provider and look forward to supporting them with their IT needs as they continue to grow and expand in the market."

Following an initial consultation with Star Instruments to establish their IT requirements cmi carried out a complete audit of their existing IT Infrastructure at the Dunmurry and UK sites. Using this data cmi could accurately

assess the current IT usage of the site and infrastructure in place so they could subsequently design, plan and project manage an infrastructure upgrade and provide a support solution designed to meet their individual business needs and budget.

As Star Instruments required more than just remote access to troubleshoot issues and fix problems, cmi demonstrated that they would benefit from the Virtual IT Assistant (VITA), a managed support solution which focuses on proactively monitoring IT systems to keep them operational and available so they can concentrate their efforts on growing their business, managing costs and increasing revenues. VITA works by utilising a comprehensive, integrated software solution to proactively manage the entire IT infrastructure. The application is installed on your servers and workstations and carries out a wide range of monitoring, reporting and systems administration tasks and asset management.

By utilizing the VITA technology, daily, weekly and monthly IT

tasks can be automated and scheduled for Star Instruments to ensure they are completed and reported consistently without fail. As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or strategic enhancements. The advanced reporting capability of VITA provides Star Instruments with detailed information on the performance of the IT Infrastructure, effectively highlighting areas where efficiency gains can be made. In addition, the Asset and Inventory Management capability of VITA enables IT all communication issues associated with users and systems to be tracked, reported and retained for analytical purposes and accurate budget forecasting.



Eye

For more information on cmi please visit www.newcmi.com or call 028 9073 5600. More information on Star Instruments can be found at www.star-instruments.co.uk