



Case Study

Pacifica Group

About Pacifica

Founded in 2003 by a small group of energy sector experts, Pacifica Group is now one of the UK's largest support services organisations serving a number of core sectors centred around the of home appliance, gas heating, inspection, repair and replacement services.

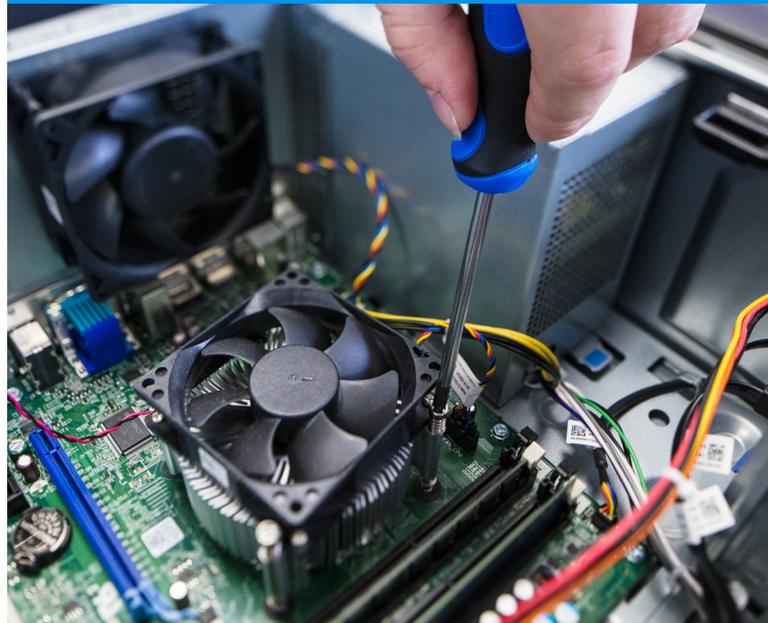
Pacifica also provide product warranty, performance intelligence, software solutions and spare parts directly to consumers and corporate partners on a national and international basis.

The IT Challenge

Pacifica Group have been working with CT for over 12 years as the key supplier for Managed Services. Pacifica Group took the decision to fully outsource the support of their IT Service Desk and IT infrastructure to CT. Since then CT now provide a number of additional services which are key to Pacifica Group's infrastructure including Cloud Services, Security Services and Connectivity across multiple sites in the UK.

Key CT Services

- ✔ Managed IT Support
- ✔ Infrastructure as a Service
- ✔ EAD Connectivity
- ✔ CT Security Services
- ✔ Professional Hosting



The CT Approach

CT approach each customer and IT environment by initially completing a Strategic Review. This assists with aligning the IT road map to organisational objectives to ensure the IT always meets business demands.

The Strategic Review then provides a starting point to outline a plan to improve the structure including a risk register to help manage and maintain risk across the IT estate.

The Business Benefits for Pacifica

Access to our Service Management Team who manage Service Performance including the Service Level Agreement and Response Time Targets to help reduce time and costs at Pacifica.

Resolver Matrix ensures a consistent and structured approach to every service call to provide quick and hassle free resolutions.

Customer portal to manage and monitor service desk requests in addition to scheduled reporting; which provides an overview of IT infrastructure performance, helping to reduce downtime and in turn improve IT ROI.

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CT has a great understanding of our business dynamics which helps us succeed in our IT endeavours. We book over 5000 customer visits per week and we trust in CT's ability to provide DR services and backup that will perform. We find the monthly reporting from CT particularly useful and would have no hesitation in recommending their service.

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Kevin Brown
Managing Director
Pacifica Group



**Interested in our award winning IT services?
Speak to a member of the team today.**

Call 01246 266 130 or email info@ct.uk



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