



# Case Study

## Radius Systems

### About Radius

Radius strive to develop safe and quality polyethylene pipeline components to the utilities and construction industries worldwide. From design, manufacture and installation through to repair and rehabilitation.

Our goal is to design the right solutions and the best products to help our customers overcome their pipeline construction challenges and ensure their assets last a lifetime.

### The IT Challenge

Radius Systems have been working with CT since 2011. The initial requirement was to selectively outsource skillsets that were not available in house. Whilst Radius Systems already had a skilled internal IT team there was a requirement for expert Cisco and VMware support which CT has chosen to provide. Since then CT have expanded their third line support coverage and provide the MPLS connectivity, in addition to Office 365 and Cloud Services.

### Key CT Services

- ✔ Support for IT Teams
- ✔ Infrastructure as a Service
- ✔ IP-VPN Multi Site Connectivity
- ✔ CT Voice
- ✔ Office 365 Supply and Support



## 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 Radius

**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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If you have an IT challenge to overcome, CT is always available to discuss, clarify and share ideas. CT work extremely well with our third party providers which is of vital importance for any complex IT infrastructure.

This coupled with their easy approachable manner allows seamless partnership.

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**Sanjay Bhatt**  
**Head of IT**  
**Radius Systems**



**RADIUS**

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

**Call 01246 266 130 or email [info@ct.uk](mailto:info@ct.uk)**



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