



case study 01

Case Study for



“ We decided to use Sagari because they took the time to understand how we like to operate as a business. We found that their support was tailored to suite us as a result. We were also impressed with their high level of customer service and professional approach. We found that the monthly price plan was both affordable and helped us to avoid any hidden charges. We would recommend this firm to anyone who wants to optimise their ICT without breaking the bank. ”

 One of our first clients was Essence Consulting which is a leading edge Management Consultancy based in The Docklands.

What was there reason for contacting Sagari for Outsourced IT Support Services?

Essence Consulting originally came to us as their consultants are out on the road a lot and required secure access to their data, e-mails, CRM system and Bespoke Software back at the head Quarters. They required a solution to fix their laptops whilst on the road.

Their Server crashed for no reason, was slow and not up to the job anymore and required advice to procure and implement a new one which would best suit their budget and needs.

They received a lot of SPAM on a daily basis which meant it took a long time to go through their emails and slowed their network down.

They needed a Disaster Recovery System for their Email Exchange Mobile Blackberry Solution. Essence Consulting use Blackberry when on the road and needed a support company to support to manage these devices to ensure they wouldn't be without their critical tools such as email and apps.

They required remote and On-site support not only for their office base in The Docklands but for all the consultants out on the road.

How did Sagari resolve these IT Support problems?

We sat down with the Operation Director and Managing Director to find out more about their current concerns, budget, requirements and gathered key information to help us understand the best approach to resolve these problems.

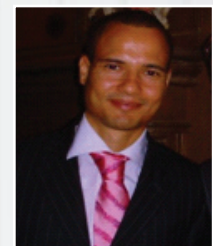
We spoke with key staff, including the consultants to find out what problems they were having and what impact this was having on their job.

Having this information was essential but we always require finding out exactly what is going on with their current IT System. For this we provided a Free and comprehensive Network Audit where we analysed their network thoroughly.

This gave us all the tools to put together a step-by-step plan that would both deliver the solution they require for their budget but stage this in a way which would allow for a seamless transition.

Was Essence Consulting happy with our Solution?

Essence Consulting is still with us today and keeping us busy with all the new and exciting challenges. We work very well together and they see us as an extension to their business rather than their IT Partner. We look forward to helping Essence Consulting grow and to support them for many years to come.



*Andre Bedlow,
Managing Director
Essence Consulting Ltd*

