

## case study



Alpeco Limited is one of the UK's leading suppliers of liquid handling equipment to the road tanker and industrial petrochemical industry. The company has over 25 years experience of identifying and meeting the needs of this complex and ever-changing market place. Alpeco operates by taking 'best of breed' products from world-leading suppliers, and packages them together with products that it manufactures itself. This ensures its customers get optimal solution for their specific requirements.

*"There have been a couple of occasions over the years where we have had urgent problems and each time Boffins was here within half an hour."*

### Burgeoning requirements

Having started out many years ago with just one PC and a rudimentary accounting system, the company found itself out of its depth on the IT front once its business grew. In order to keep up with its ever-expanding operations, it suddenly needed an integrated accounts system and a network supported by a central server.

### Lasting relationship

Having looked at several different IT suppliers, Alpeco appointed local company Boffins. And it clearly made the right choice because more than a decade later Boffins is still providing the group with IT support and hosting its server. "For as long as I can remember Boffins has taken care of all our IT requirements," says Alpeco Managing Director Stephen Penn. "We have a very good relationship with them. We know all the staff there – in fact, many have been there helping us from the start. So everything works very well and they consistently demonstrate a real empathy for how our business runs and our particular requirements."

### Just a phone call away

Stephen says that Boffins ensures Alpeco's IT system runs like clockwork. It comes into the office once a month to check everything over, carry out upgrades and make sure the group's IT needs are being adequately met. On the rare occasions that problems occur, support is carried out remotely, where possible. But if required, Boffins can be on site in less than two hours. "Ninety-nine per cent of the time we don't need them because everything runs so smoothly," says Stephen. "But in that one per cent situation that you do need them, they are there. It's just a case of picking up the phone. There have been a couple of occasions over the years where we have had urgent problems and each time Boffins was here within half an hour."

### Cost-efficiencies

Boffins recently helped Alpeco with its move to Aylesbury, installing and supporting a new phone and server system, while keeping things as cost-effective as possible by maintaining existing hardware.

### Final verdict

"Having used Boffins for all this time, I would, of course, recommend them to any company," says Stephen. "The peace of mind that we get from knowing they are taking care of our IT needs is invaluable."

### For more information contact:

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# Boffins Products and Services

**As a Microsoft Gold Partner we can specify, source or build, install, and maintain servers optimised for the following IT needs:**

## File Servers

As we increasingly rely upon computers in our business we generate huge volumes of documents, spreadsheets, databases, and so on. These need to be kept accessible to users but also safe and secure. In our connected world, consideration needs to be given to protecting our data from unauthorised access and viruses as well as from theft, fire, and accidental loss.

Boffins' file servers using Microsoft Windows 2008 Server are designed to be fast and resilient with simple backup methods to protect your data. Your server will also provide network management features to make your entire network easy to install and maintain.

## Mail Servers

Today's mail servers do more than just mail. With Microsoft Exchange Server you and your staff can also maintain and share diaries, contacts, folders, and tasks. By harnessing the power of the internet you will be able to do this in the office, when you are at home, in the car, at your clients - in fact anywhere in the world you can connect.

## SQL Servers

Many database, CRM, ERP, accounts, and other key operational systems rely upon SQL Server to manage and deliver the data users require. These systems are fundamental to the continued performance of your business so Boffins specify SQL Servers for performance, reliability, and ease of maintenance.

## Small Business Servers

In small businesses up to about 50 users, all of these functions can be usefully combined into a single server: Microsoft Small Business Server. Boffins' SBS Servers are specified with the highest quality components for maximum reliability and resilience.

## Terminal Servers

Often customers want to operate their Key Operational Systems from remote locations such as home or branch offices using MPLS or internet connections. The solution is to provide the services using a Microsoft Terminal Server. In this way the applications run centrally under the remote control of the user. Boffins' Terminal Servers are specified for high performance and easy integration.

Boffins supply and install these servers complete with workstations, printers, networks, firewalls, routers, and internet access. In fact, all the computer infrastructure you need to run your business.

## IP Ready Telephone Systems

Boffins is an authorised AVAYA partner and with our background in data networking we are ideally placed to provide you with state of the art IP Office telephone systems that allow you to take advantage of the reliability inherent in traditional PBX systems with the innovations of IP telephony and computer based applications.

**We provide a range of services tailored to the needs of your business from the very beginning:**

## Systems and Network Design

When you are considering new systems, functions, networks, or any other IT related investment, ask us to consider the issues for you. We can plan up to date yet proven technology and avoid the traps associated with being at the leading edge.

We design systems and networks that are resilient and have built in redundancy, with recovery features essential for continued business performance and continuity.

## Internet Services

To enhance your connected world, Boffins offer and manage Internet services such as fast ADSL2 broadband connections, domain and web hosting, private networks, and Voice over IP.

## Installation Services

Whether you are installing a couple of PCs or a server farm, a small local area network or rolling out a nationwide Virtual Private Network we can help you implement your plan.

We can co-ordinate the various parties involved from internet service and telecom providers, to independent software vendors. We will work with and around your team to achieve an efficient installation with minimum fuss and disruption.

## Remote Server Monitoring

As with any business equipment, your servers need regular maintenance and monitoring for peak performance. Our remote server monitoring service will check all the key functions of your server on a weekly or monthly basis to provide early warning of impending issues.

We provide regular reports and recommend corrective action or upgrade possibilities to help avoid unexpected downtime that would impact your business.

## Telephone Support

Whenever you have an IT problem, pick up the phone to one of our experienced support analysts. It's like having your own IT department at the end of the phone. They will assess your problem and if they are unable to help immediately will direct the call to a specialist to connect remotely to your computer or arrange for one of our field support engineers to visit.

## Routine On-Site Maintenance

All businesses and networks have the need for routine maintenance of their systems. Whether small changes or upgrades, regular maintenance of spam and virus definitions, testing of backup routines, grooming for performance or small repairs, we can arrange regular visits at predetermined times to fit in with your business timetable.

By arranging regular visits, your staff know when an engineer will be on site and can plan their IT activities better. Unexpected downtime is reduced, your IT investment will work better, and your staff will get the support they need.



***At Boffins, we deliver no nonsense computing with the support that enables our customers to concentrate on their business***

For further information contact us on **01844 291110** or visit our website at **[www.boffins.co.uk](http://www.boffins.co.uk)**

No-Nonsense Computing for Business