



Serviced Cloud helped Scancoming UK to simplify their systems and fix their IT Budget

Serviced Cloud Customer Case Study



SCANCOMING

www.htl.london

Background

Scancoming UK Ltd is a market leading destination management company, with extensive local knowledge, expertise and resource, specialising in the design and implementation of events, activities, tours, transportation and program logistics for visitors to the UK. They specialise in the Nordic and Scandinavian markets. Their strategy was to take advantage of an upcoming office move to modernise their computer systems.

The Challenges

"I had grown weary of continually upgrading our computer systems, with what felt like more of the same. The cost was relentless and it was taking up a lot of my time. I was looking for something that could take away my concerns, simplify the systems and fix my IT budget. When I came across the Serviced Cloud system, I thought it was too good to be true, but after some concrete testing I felt certain that it was a product that would work well for us."

The Solution

Thin Clients work well with the Serviced Cloud system. A simple change on a router ensures that the desktops and login process is branded with the company's graphics and that the system can automatically connect to the cloud. In the event of a system failure the unit can be replaced very cheaply. The power consumption of a Thin Client is approximately 20% of that of a normal PC.

HTL Support Engineers managed a system migration which took place on the same weekend as the office move. All email data, and files and folders were moved to the new system over the course of the weekend. The Industry leading Tourplan Database utilised by Scancoming was moved from the old SQL server to the new one in the cloud. All users had their smart phones updated.



The Results

The transition went well. My staff had quite a few questions in the first week, small things, but important things. I was impressed that the guys at HTL Support were able to handle them quickly and keep my team happy. It's very important when managing a move like this to get the staff on board and I felt like we managed to achieve this.

Overall, I'm very happy with the system. I like the speed at which it starts up. I like the customisation to our branding. I like the price, and the fact I can now predict my costs.

Most of all I like the can-do attitude of this business, and feel reassured that I have found a solid business partner to work with going forward.

About HTL Support

HTL Support is a close knit and highly professional team of technology professionals that are evangelists for cloud solutions. This is because we believe the benefits are unrivalled by equivalent on-premise approaches to provisioning business technology.

The business benefits of the cloud are regularly highlighted in the press and deliberated in boardrooms. Cloud technology is a topic about which the vast majority of business leaders are likely to have more than a passing interest.

Based in the heart of London in Canary Wharf, HTL Support was incorporated in 2009 with a clear and simple vision. We are dedicated to helping business leaders in financial service organisations find the best way of successfully adopting cloud technology in their businesses. We offer best of breed Hosted Cloud Services in our ISO27001 London data centres, and help clients to create their own Private Cloud systems in their own offices or data centres.

Our friendly and professional engineers and consultants have extensive experience, proven track records and 'can-do' attitudes. We offer independent advice but partner with the leading cloud technology companies to ensure seamless support. We are serviced focused; our client's satisfaction is paramount.