

case study

Flogas UK Ltd



“We are delighted with the way the project went. When the test of flexibility came, **acs** demonstrated that they could really meet the challenge. On completion of the migration, we were happy to take out a Gold Remote Management support contract with them.”

Robert Geere – Flogas Head of IT



The Requirement

Flogas UK Ltd is one of the largest LPG (Liquid Petroleum Gas) suppliers in the UK, delivering nationwide to thousands of customers, who rely on LPG for a wide range of uses - from heating and cooking to powering vehicles and animal farming. The company's dramatic growth (establishing them as the second largest LPG company in the UK), demanded an upgrade to their IT strategy, involving multi server migration from an NT4 platform to Windows 2003 and the introduction of Exchange 2003. There were about 500 users, across 50 sites (many of them in relatively inaccessible areas) and, as with most successful businesses, they wanted the work to be carried out with a minimum of disruption – not easy to achieve with a company that works 24/7. To achieve this, they sought an IT supplier that could project manage the complete migration. Flexibility was very high on the selection criteria.

The Solution

acs was one of four IT suppliers invited to compete for the business. Although the other three were larger organisations, **acs**'s approach to the project, their thorough understanding of the needs and their extreme flexibility resulted in them winning the business. Twenty eight days of consultancy followed, planning and implementing the migration alongside Flogas's IT team, headed up by Head of IT, Robert Geere. New servers were supplied and much of the work was carried out over weekends. When urgent weekend attendance was requested on a Saturday evening, **acs** engineers responded by 7.00am on Sunday morning. Flogas's key servers are now covered by **acs**'s highest level of service - Gold Remote Management. This allows **acs**'s Helpdesk to proactively monitor the key servers. As a result, they are able to identify and respond to any performance issues without Flogas even being aware that there is a problem.

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