

# IT Service and Support

**T**ouchstone Electronics Ltd employs a professional and highly motivated team of skilled engineers focused on the electronic security and telecommunications industry.



There main office in Oxfordshire has it's own in-house design team, a purpose built modern workshop and full training facilities.



They also have offices at Heathrow and Gatwick in order to provide local support to their customers.

CIS Consultancy were able to identify a number of key problem areas, such as inter-site communications, data inconsistency and network access. A plan was proposed to link all the offices together to provide a standard reliable service to all users.

CIS Service and Support implemented the changes setting up high speed internet links to the offices. Services deployed included external internet access, security and anti virus improvements, desktop faxing, rationalized data storage and company intranet.

With a strong IT foundation in place, Touchstone has continued to work closely with CIS Ltd to develop their internal systems and procedures as their business has developed.



This is what the Managing Director of Touchstone Electronics has to say about CIS Ltd:

*"For a combination of reasons, we took the decision in June 2001 to out-source the management & support of our IT system.*

*Since then we have used CIS Ltd to provide our IT support. They developed a good understanding of our business in a very short time and have been actively involved with the development of our IT platform, and the associated procedures.*

*Communication, especially their Help Desk - is very good and the response from the CIS team is equally as good as any internal IT department. They provide the expertise, knowledge and experience that we don't have in-house - without the significant cost burden that having your own IT department brings. They are able to provide us all the support we need, whenever we need it.*

*They have helped us to maintain and develop the system in line with the changes in our business, and without their support we would have found it very difficult to maintain our IT platform as our operations have grown and changed.*

*Their awareness of developments within the IT industry is probably their biggest strength, and they are always available "on-tap" to help us review and plan our future IT strategies."*

Steve Tyler—Managing Director

**Touchstone are a valued CIS customer.**

[www.t-e-l.co.uk](http://www.t-e-l.co.uk)

### Client Profile

UK Staff	25
Annual Turnover UK	
Number of Sites UK	3
Internal IT Staff	0
Number of Workstations	25
Number of Servers	6
CIS Client Since	2001

### Special points of interest:

- New IT infrastructure deployed within 2 months from initial discussions using rapid deployment methods
- Supported the rollout of over 100 field force laptops
- Effective IT enabled management of UK wide operation
- Bespoke system written for Metamorph to provide unique assessment and training service