

Xantus Ltd: Above and beyond

When it comes to choosing an IT partner, a company like Xantus can be expected to have high standards. As a global IT consultancy, recognised by the British Computer Society as 'IT Consultancy of the Year' in 2008, Xantus demands robust, effective and efficient IT infrastructure, software and support services – just as it would for its long list of blue-chip clients.

In 2003, Xantus recognised that management of its IT system was becoming an increasing challenge and the company could reduce costs and improve service levels by outsourcing to a suitable partner. Following a review of a number of potential partners, Xantus appointed JMC – the clear winner from a shortlist of three – convinced by its stability, flexibility and references.

Since then the relationship has thrived, not least because of the synergy between the organisations' cultures. JMC's people take full ownership of Xantus' IT needs and the professional fit between the two teams has been central to the creation of a genuine, mutually beneficial partnership.

“ The value we have received from our relationship with JMC goes above and beyond that of a straightforward IT support company.”

Heath Jackson, Director, Xantus Ltd.

Outsourcing in action

Following JMC's success in being awarded the initial support contract, the team has implemented a number of its SupportCare Active services to ensure that Xantus' IT system is fully monitored, managed and maintained by expert support staff.

Using its exclusive SupportCare Incident Management System (SIMS), JMC is kept fully informed of the status of Xantus' system and can undertake the majority of maintenance work as if on-site. SIMS also allows JMC to connect securely to almost any device on the network to investigate problems and take the appropriate remedial action, no matter where the device is located.

In addition, JMC attends Xantus' head office on a weekly basis to undertake any necessary on-site work and hold a 'surgery', during which Xantus staff can have any specific, less urgent IT issues resolved.

The combination of the two means that Xantus has a high quality, readily available and exceptionally resilient support service for significantly less than it would cost to employ its own dedicated resource.

“ As an IT consultancy, we understand the value and importance of top class IT support. We also need to maximise the return that our team delivers, which means ensuring they focus on chargeable client issues – not our own. With this in mind the only solution for us was to outsource our IT support.”

Heath Jackson, Director, Xantus Ltd.

A close-up photograph of a thick, braided rope with blue, white, and green strands, featuring several knots. The rope is positioned diagonally across the top left of the page.

Beyond support

As well as providing a comprehensive support service, JMC has also assisted Xantus with numerous projects including:

- Implementing two complete generations of network design. The first providing a cost-effective platform for full business email, database support and remote access. The second an enhanced platform offering higher performance, greater resilience and increased capacity, addressing the next phase of Xantus' growth plans.
- Introducing seamless remote access to all data and applications and a Cisco IP telephony solution connecting office,

mobile and home workers. Fully integrated with Xantus' network, these enhancements improved productivity and allow remote users to feel 'better connected' to the head office.

- Designing and implementing a comprehensive security solution to ensure that all data is fully protected no matter what device it is stored on. This included designing two factor authentications using RSA SecurID; PGP to provide data and hard disk encryption; as well as enhanced core network perimeter security using a Cisco ASA security appliance.

- Implementation of financial management software, Microsoft Dynamics GP, to both manage finances and to ensure accurate project accounting and billing.

- SharePoint web portal development enabling remote time and expense entry and improved collaboration between employees.

But like any successful partnership it's the people that make the difference. Whether working on-site or providing remote support, Xantus is confident that JMC's staff will complete the delivery with the utmost professionalism and that its IT support and management remains in safe hands.

“Our relationship with JMC has been a very effective partnership and I would highly recommend them to anyone looking for a quality IT partner.”

Heath Jackson, Director, Xantus Ltd.

With JMC you can rely on:

- A single source for all your IT needs including infrastructure, software and support.
- Rapid response to IT issues without reliance on third parties.
- Unlimited access to a dedicated support team for a fixed annual cost.
- Comprehensive IT monitoring and control via its exclusive SupportCare Incident Management System.
- A highly accredited development team with the capability to design systems that work the way you do.

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