

Case Study: Bairstow Eves Franchising

Comprehensive and confident Bairstow Eves Franchising

Bairstow Eves Countrywide is one of the most respected names in UK Estate agency and the biggest brand within Countrywide Plc, the country's largest estate agency group.

Pro Drive iT began their co-operation with Bairstow Eves Franchising assisting them with separation from their sister company. Following installation of a new small business server network, a subsequent disaster resulted in a call to Pro Drive iT to perform an emergency server rebuild and implement our disaster recovery plan. "The business is totally reliant on its IT systems and a major server crash posed a serious threat." says Philip Dobson, Managing Director of Bairstow Eves Franchising, "Pro Drive iT senior staff demonstrated both their skills and their commitment by working non stop into the night to ensure that the system was rapidly restored."

Relocation without interruption

As the relationship developed, Pro Drive iT were asked to manage the

move of the IT systems to a new larger premises. "I could relax in the knowledge that Pro Drive iT were looking after the IT systems and could concentrate my efforts on other parts of the office move" says Martin Ratcliff, Financial Controller.

Comprehensive Cover

Following the office move, Bairstow Eves Franchising contracted Pro Drive iT on an inclusive annual maintenance agreement. In addition to guaranteeing a rapid response to incidents we have worked pro-actively to lock down and secure the network against further problems, resulting in a measured reduction in interruptions.

"The annual maintenance agreement has switched my way of thinking regarding IT issues from 'reactive' to 'proactive' and we are certainly seeing the benefits." Says Ratcliff, "With minimal additional investment on IT systems, under the guidance of Pro Drive iT we have seen a significant reduction in downtime due to IT problems."

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Philip Dobson,
Managing
Director,
Bairstow Eves
Franchising

PRO DRIVE iT
Microsoft
CERTIFIED
Partner

Bairstow Eves Franchising

- Small Business Server network
- Remote workers using VPN access
- Backup monitoring
- Remote and on-site support
- Comprehensive support contract