



Selection Services Plc

Client A - A study in diversity

In June 2006 Selection Services won the contract for Client A. This was a major coup for Selection as the tendering process that the client put in place provided them with the unenviable task of putting together a 100 page proposal detailing the service that Selection would look to provide on three separate occasions.

Client A had a contract with Datalect for five years, and this agreement provided them with three permanent on-site engineers. These engineers were delivering not only hardware maintenance but also maintain the server base across five sites.

This new agreement offered to Client A a total outsource of all IT, and encompassed remote monitoring of the Server base and a full deskside support solution. This meant that a dedicated helpdesk number was allocated to Client A and the helpdesk provides remote desktop takeover to all the users via a dedicated ADSL link and the remote tool "Dameware". This provided Client A with a standardisation in the service that the user would receive across all locations

Part of the negotiations that took place was a presentation to all members of staff within Client A's user base. This entailed various key members of Selection Services spending a week travelling round the country promoting the new solution to all the users. This "roadshow" was a massive success as we demonstrated to all Client A's staff how the new solution that was being implemented would be a noted improvement on their previous arrangement.

This contract and the months inception was a major success and demonstrates the flexibility and professionalism that Selection Services can offer their potential and existing client base.



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