



Water UK taps into proven IT expertise

Wavex proactive server monitoring ensures a smooth flow of information for national organisation.

THE BUSINESS

Water UK is the industry association that represents all UK water and wastewater service suppliers at national and European level. The organisation provides a framework for the water industry to engage with the government, regulators, stakeholder organisations and the public. They help influence policy-makers, and improve understanding of the water industry as a whole.

Based in London, Water UK employs 35 people and supplies IT services for its own use and for tenants in its building.

With just 35 PCs to support, Water UK could not justify employing full-time IT staff.

"It is too expensive for us to retain the IT expertise in-house," explains Ann Bull, Water UK's Services Administrator. "One person could not possibly have the knowledge to supply all our needs, and two would have been prohibitively expensive, even if we could find the right people."

THE CHALLENGE

For two years prior to Wavex's appointment, Water UK had experienced distinctly unreliable service from another IT service provider. "The servers were always going down, and the response when they did wasn't quick enough. The company we selected was supposed to be able to provide proactive monitoring, but judging by the number of times our systems went down, they didn't!" Not surprisingly, Ann chose to re-tender the contract.

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THE CHOICE

Wavex was invited to tender as a result of a personal recommendation. Ann then shortlisted four companies, including Wavex, asking them all to present to Water UK's IT Focus Group. "Wavex's presentation was 100% better than the others," says Ann. "The other guys were just salesmen. Anyone can do that. We wanted to meet the people who would be doing the work, especially

after the bad experience we had had with the previous company." She added: "We were extremely impressed that Wavex could show us the systems there and then: it wasn't just PowerPoint presentations and claims. It was also obvious that they had built their systems specifically to handle the issues we face every day. The icing on the cake was that they were also less costly."

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THE PROJECT

Wavex was awarded the contract to provide all of Water UK's IT support, as well as advice and implementation services as needed.

In particular, Wavex introduced its proactive server monitoring tool MonX™, to ensure that Water UK's IT problems could be minimised, and response times vastly improved.

Project Summary:

- Full Service support
- Proactive server monitoring
- Advice
- Implementation services

THE EXPERIENCE

"I love the fact that Wavex responds immediately," said Ann. "I can log calls through the Wavex Extranet if I need to, but their people are equally as fast if I just pick up the phone. The fact they foresee issues before they become problems is the key."

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THE RESULTS

Ann is pleased with the results since appointing Wavex. Her advice to other organisations seeking outsourced IT services is to do your homework first.

"Make sure the company has enough people. Meet the technicians and don't let them blind you with science. Most people want to know that their systems

will work and that the technology to provide the service is there."

If you'd like to know more about our services please call us on

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