

# SOFTECH PROVIDE OSBORNE RECRUITMENT

WITH A FULLY MANAGED VIRTUAL WORKPLACE



## ABOUT OSBORNE RECRUITMENT

Formed in 1996 by Lesley Osborne, Osborne Recruitment is recognised as one of the most dynamic, customer-driven recruitment agencies in Ireland. Their client and candidate satisfaction rates are among the highest in their profession.

With new markets opening up, Osborne are continuously expanding their team of specialist consultants to provide a professional service to the businesses and individuals working in these markets. The most important factor in the success of Osborne Recruitment remains their detailed understanding of a client company's needs and the close matching of these requirements with those of the most suitable candidate for the job.

### OSBORNE RECRUITMENT

#### Facts:

- 3 locations
- 25 Employees
- No IT staff
- Extremely reliant on IT systems

#### Before: (Issues)

- Users with multiple platforms.
- No Remote Access
- Large annual capital investment in hardware
- Increasing support calls
- No preventative maintenance

#### After: (Benefits)

- Consistent operating systems and applications
- Centralised secure data.
- Reduction of annual investment in hardware
- Instant return on investment
- Dramatic reduction in support issues
- Faster resolutions on support issues
- Vastly increased productivity for remote users

## THE CHALLENGE

Osborne Recruitment are a growing recruitment specialist who are extremely reliant on their IT systems. This dynamic company wanted to focus their attention on their strengths, and outsource the management of their IT systems. Due to their growth and a pattern of remote working in the workplace the challenge Softech faced was to provide Osborne with a solution that would be cost effective, reliable and scalable to future growth.

*This problem is best summarized by Osborne's managing director, Brendan Murphy:*

*"To realise our growth potential we needed our staff to focus on recruitment and not on IT"*

#### ISSUES AT THE TIME INCLUDED:

- Employees need instant secure remote access. Standard SSL VPN solutions lacked the speed required by Osborne Recruitment. The solution had to be seamless and user friendly.
- Significant effort and resources were required to maintain the system and to resolve issues, leading to frustration with staff. The staff wanted a solution that notified issues before they reached a critical or problematic level, so they could be addressed in an efficient manner.
- Staff were being diverted from their daily tasks to resolve the ever increasing amount of system issues.



## SOFTECH'S SOLUTION

Softech consulted with Osborne regarding all their IT needs. It became evident very fast that they needed a solution that could be fully managed by Softech. Osborne, like many companies their size, saw the benefits of outsourcing their IT to a company with the experience and expertise in all areas of IT, rather than hire an individual with knowledge of some areas. Softech's range of Managed Service Solutions provides a means for Osborne to meet these IT goals'.

Softech proposed a Citrix solution to Osborne, to address both the remote user access issue and to enhance their remote support. This Citrix solution also provided many other benefits to Osborne's business.

## THE SYSTEM TODAY:

Today Osborne are no longer bothered with day to day IT issues. Softech have taken complete responsibility for all systems.

## The system has delivered the following benefits:

- Cost**  
 Running costs were lowered as old PCs can be reused with Citrix and replaced with thin clients. Cost projections show that thousands of euros will be saved each year.
- Faster Response Times**  
 Due to all the remote access features, Softech can respond to issues in minutes rather than driving through traffic to fix problems.
- Faster Resolutions**  
 Due to the fact that Softech have advanced remote access features, we know the extent of the problem before going on-site. Not only can we fix 90% of problems remotely, but we can also identify which replacement part maybe required prior to an onsite visit.
- High Return of Investment**  
 Osborne now has a system that caters for all their needs and due to the fact that they will not have to replace PCs every three to four years they will see a high return for their investment. Their capital savings over the next four years will in fact mean that they will have saved money.
- Pro-active Service**  
 Softech provide a fully managed solution in which responsibility for the day to day running and management of Osborne's network is outsourced to Softech. Osborne's management is kept up-to-date with regular detailed network analysis reports of their network.

*Brendan Murphy describes the impact of the new system:*

*"Softech's regular reports keep me informed. Softech didn't just provide us with an IT system; they provided us with a proactive business solution."*

## OUR PARTNERS



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