

CASE STUDY

IKON UK LTD



24/7/365/forever



DELIVERING A SOLID BACKBONE FOR IKON OFFICE SOLUTIONS

MDS hosts the In-Touch application at its secure Corsham I data centre facility, ensuring that IKON can always rely on In Touch to allow it to communicate with, and despatch jobs to, a 400-strong team of mobile engineers across the UK.

“In Touch is more than just a messaging system” says IKON’s Senior Software Developer Steve Shearman.

“We depend on it to provide us with an up-to-the-minute flow of information between our mobile team and head office. It enables us to send our engineers to, and complete, jobs quicker which makes us more efficient and gives us more time enabling us to get more done.

“It also integrates with IKON’s Customer Relationship Management (CRM) system. This gives IKON’s technicians instant access to vital central resources at the touch of a button, and most importantly, when they’re out with customers.”

The performance of the wireless application however, relies on a solid and reliable connection and this is where IKON recognises the crucial role MDS’s strong links with mobile service provider Vodafone play in its day-to-day operation.

“MDS provides the gateway for the flow of all the information sent using In Touch so their servers need to be able to talk to both our mobile devices and our backend servers to pull it all together,” explains Steve. “This however depends on the connectivity of the mobile cellular network.

“MDS’s excellent relationship with Vodafone ensures that downtime is kept to an absolute minimum and its responsiveness means that the company’s engineers can usually sort any issues before we even know about them – we very seldom have to call them.”

Steve concludes by stressing the quality and reliability of the service provided by MDS: “We are extremely happy with our relationship with MDS and the fact that we don’t need to have much contact with them says it all.”