

# Reliable support for IT systems

Chrysalis Music opts for outsourced support for its information systems

When it demerged from the larger Chrysalis Group in 2007, independent music publishers Chrysalis Music could no longer rely on internal IT resources and so it sought to outsource its non-day-to-day IT support for its core infrastructure and applications in order to provide the necessary cover.

## BACKGROUND BUSINESS NEED

Chrysalis is a music-focused business with its primary interest being music publishing. Its base is in London and it has four remote offices around the world, Stockholm, Berlin, Paris and Los Angeles. The company needed a resilient IT architecture that would be backed up by a reliable support contract should anything major fail.

Gordon Charles, IT Manager explains, "Following the demerger from the group we had no IT infrastructure or IT staff apart from me. It was imperative that we had a reliable partner to design and build a suitable infrastructure and provide the right level of support for our network. Network Interlinks was the obvious choice."

## SOLUTION

The infrastructure consists of nine servers supporting the network. The applications include MS Exchange, MS Dynamics and a SQL database. There is also Citrix Presentation Server and various VPNs (supporting connections to the company's international offices).

Network Interlinks provides outsourced support through their Support Response Plus programme. For a fixed cost subscription, this allows for remedial telephone support, remote access support and remote administration assistance with rapid escalation to site visits should the need arise. More than 90 percent of incidents are resolved remotely.



## SOLUTION SUMMARY

- Unlimited telephone and remote support within 30 minutes of a logged call
- Internal prioritisation and escalation of calls
- Escalation to site visit as specified in Service Level agreement
- Monthly remote health checks for specified servers
- Remote monitoring of servers and key network devices
- Remote systems administration
- Periodic service review meetings as agreed.

## OUTCOME

The support contract comes with a Service Level Agreement (SLA) which guarantees service levels and response times in the event of an interruption to normal service. Additionally, this support level also provides the benefits of remote system monitoring and the ability to pre-purchase onsite technical resource at a reduced cost, as and when needed.

“We feel that this support programme is definitely the right solution for us, as it is specifically designed to suit companies - such as ours - who have limited internal resources for IT support.” says Gordon.

“Network Interlinks proactively monitor all our servers and connectivity providing advance notice of impending failures which allows for planned resolution without unplanned downtime,” he concludes.

*“With no additional internal IT staff, this support service level works well for us.”*

GORDON CHARLES, CHRYSALIS MUSIC



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