



Tower 42

Overview

At more than 600-foot in height, Tower 42 is one of the tallest occupied buildings in the City of London and a distinguished landmark of international recognition, providing superior office accommodation and an impressive range of first-class amenities that are more akin to what you'd normally find in a five-star hotel.

Many of the occupants are international businesses and manage round-the-clock operations. Around 2,500 people come to work in Tower 42 each day and an average of 500 visitors.

Requirements

The team depends on its IT and communications systems to ensure every-day smooth operation at Tower 42 and can't afford to lose access for any sustained period. Most of the clientele in the building operate in financial services; their standards are high and expect the very best service to be provided at all times.

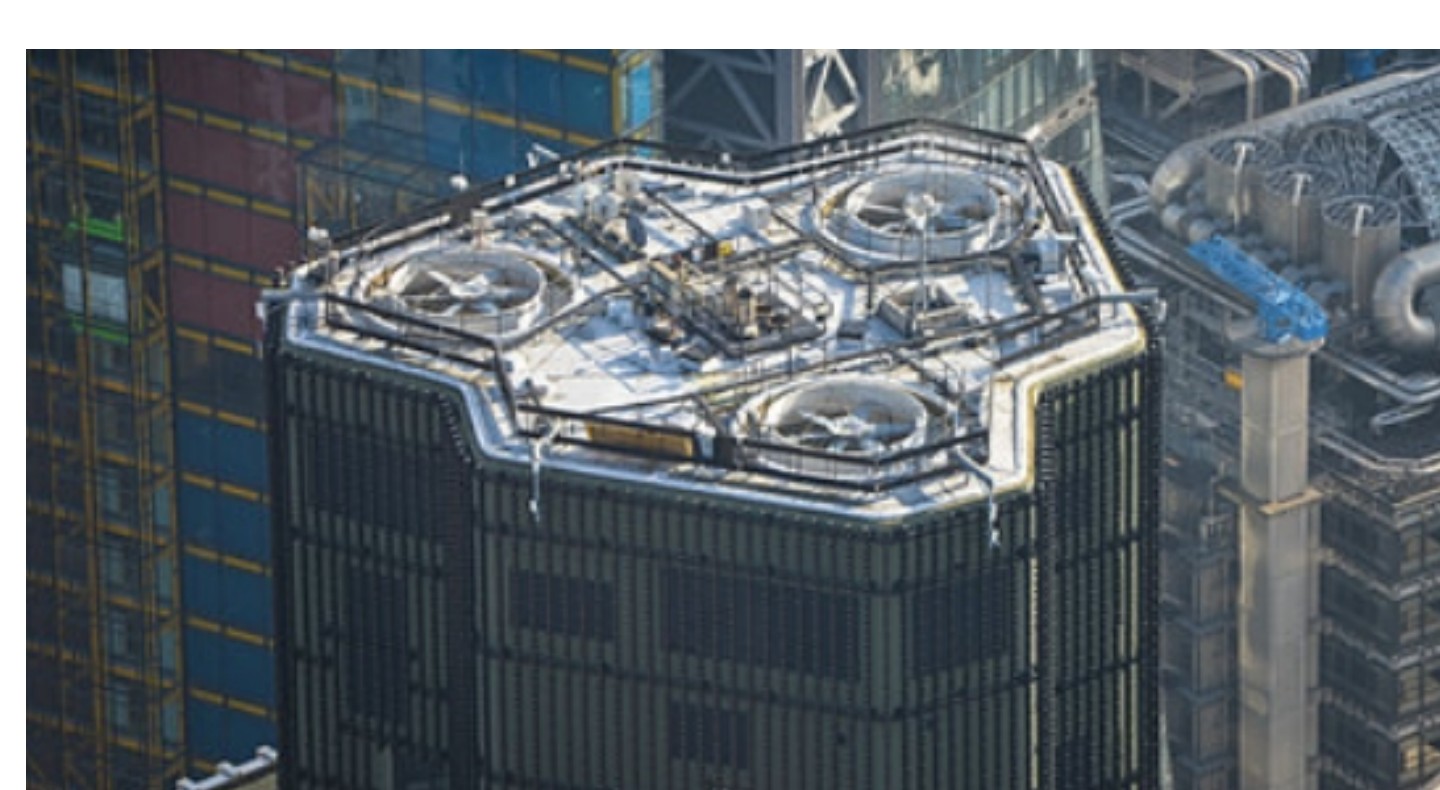
It is important for the FM team to know that their IT systems are running well and that, if there are any problems, that these can be fixed without delay. Having a reliable, professional and responsive provider of IT support is of paramount importance to Tower 42.

Onsite Technologies have been providing support and maintenance services to the Tower 42 Facilities Management team for over three years. Prior to this, several service providers had been involved in supporting the site. Onsite Technologies have the capability of supporting all the systems and technologies that are in use and a proven track record in delivering excellent service levels. It was felt that the previous IT Support supplier were not meeting the required level of service and therefore Onsite Technologies were contracted to provide cover for the Facilities Management team's systems and networking infrastructure.

Challenge

According to Barry Rushmer, Tower 42's General Manager, what Onsite Technologies encountered was a re-occurring issue, whereby the server would become overloaded with data and was constantly falling over due to the sheer amount of data.

"We were using the main server to store our email exchange and all of our company files, things had started to become frustratingly slow and the server was suffering from the constant duplication of data that was being stored on there. Onsite Technologies, demonstrated their expertise and experience in terms of their recommendations and these issues which was exactly what we needed."



Meeting the Challenge

Onsite Technologies took a hands-on approach right from the start and suggested that Tower 42 move their exchange services into the cloud via Microsoft Office 365 to reduce this load from the server. Onsite Technologies then rebuilt the server and migrated the email onto the new platform whilst safeguarding the integrity of the core Microsoft operating systems and productivity applications on the server.

Now, with more efficient and reliable platforms in place, Onsite Technologies have ensured that Tower 42's Facilities Management team can perform their daily tasks with minimum IT interruptions. The infrastructure is fairly complex and supports a number of diverse applications and services. Onsite Technologies makes sure that it is always on top of any potential issues using remote management and monitoring tools which monitors the server 24/7.

"The personal nature of service that Tower 42 receives from Onsite Technologies makes a real difference too. The people who look after us have really become a part of our team."

More recently, Onsite Technologies have introduced a lunch and learn session specifically around Microsoft SharePoint. It was expressed that the management team would like to understand how to effectively use a document repository system to help tenants and management staff store and access documentation more effectively.

Ultimately the management team's aim is to improve the way Client's gain access to permits and landlords' packs and to further reduce the load on the main server. Onsite Technologies were able to offer this solution as an add-on to the existing Microsoft Office 365 platform which demonstrates how they have implemented systems which work now and can be expanded upon in the future.

Quotes

Barry Rushmer, General Manager of Tower 42, said

"Onsite Technologies pro-activity works really well for Tower 42. It's a relationship and very much a hands-on approach from Onsite Technologies. They have been thoroughly professional and we can't praise them enough for their endeavour and professional approach".

