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HOW DO WE KEEP **95,5%** CUSTOMER RETENTION RATE IN **MORE THAN 15 YEARS**





Central 24-HR Clinic Group

HEALTHCARE



Challenges

- No IT Department
- Outdated computers
- Disorganized network
- On-premise software databases
- Want to centralize multiple site locations
- Need 24-hour operations



Our Work

- Managed IT Services
- Helpdesk and Onsite Support
- Replacement of Outdated Equipment
- Network Upgrades, Cable Management, and Internet Failover Solutions
- Migration of On-Premise Software to Cloud-Based Solutions
- Centralized Fault Reporting and Communication via WhatsApp Chat Group
- Consultation, Solutions, and Expertise for Expansion



Achievements

- Significantly reduced technical issues by addressing and resolving root causes
- Simplified infrastructure to enhance ease of maintenance
- Minimized the probability of downtime and reduced the duration of any potential downtime
- Established a long-term client relationship.



HEALTHCARE



Challenges

- Lack of an IT Department
- Absence of Endpoint Security
- Multiple Site Locations
- Hostmonster Email Services



Our Work

- Managed IT Services
- Helpdesk and Onsite Support
- Replacement of Outdated Equipment
- Network Upgrades and Cable Management
- Centralized Fault Reporting and Communication via WhatsApp Chat Group
- Consultation and Expertise in Expansion
- Free Endpoint Protection for the First Year
- Consultation and Expertise in Migrating Email from Hostmonster to Microsoft 365



Achievements

- Established a long-term client relationship
- Successfully resolved and organized the previously messy network rack



Challenges

- Lack of local IT support
- Disorganized network rack



Our Work

Services Provided:

- Onsite IT support and coordination with the UK IT department
- Assistance with tech refresh and troubleshooting expertise

Project Assessment:

- Ongoing contract with continuous support over the years

Project Timeline:

- Detailed workflow and timeline will be developed in collaboration with the UK IT department to ensure smooth execution and minimal disruption



Achievements

- Established secure IT infrastructure and improved endpoint security
- Enhanced support with helpdesk and onsite assistance
- Upgraded equipment, optimized network, and centralized fault reporting via WhatsApp
- Facilitated smooth expansion and migrated email to Microsoft 365



Challenges

- No IT Department
- Disorganized network
- On-premise customized software solution running on Windows Server and Windows application
- High expectations for close oversight



Our Work

- Managed IT Services
- Helpdesk and Onsite Support
- Network Upgrades and Cable Management
- System Administration Support for On-Premise Windows Server



Achievements

- Established secure IT infrastructure and improved endpoint security
- Enhanced support with helpdesk and onsite assistance
- Upgraded equipment, optimized network, and centralized fault reporting via WhatsApp
- Facilitated smooth expansion and migrated email to Microsoft 365