

Managed Service Provider Boosts Margins by 15%

Managed services provider, Data Electronics Group, has increased its margins by 15% since the introduction of a new managed services platform from iQuate.



The Business Challenge

DEG had its eyes set on growth. Due to the overwhelming demand for hosted IT services at its Data Center, the company saw an opportunity to expand its business model to include value added IT services off site. That would require an in-house IT system capable to providing:

- Remote agentless monitoring.
- Automated Helpdesk and Service Level Management
- A secure customer portal to provide real-time service information

Management wanted all these functions to be available in a single software platform so as to minimize integration and cut costs. This was one of the key factors in the selection of iQuate's solution.

The Solution – Big Company Technology Available on a Small Budget

Implementing iQuate's Helpdesk, Remote Monitoring and SLA management platform, called iQRMS, represented a key turning point for DEG. It enabled the company to automate Helpdesk and Service Level Management, using technology previously only available to large organizations with big budgets.

By automating the day-to-day management of client networks, as well as its own data centres, DEG has been able to expand its customer base by 30%. The technology has also helped to catapult the company into the Deloitte Fast 50 for Ireland.

“Ensuring that our customer's systems are constantly available is critical for us. iQRMS does exactly that.”

Maurice Mortell

Data Electronics Managing Director



Company Profile

Founded in 1975, Data Electronics Group (DEG) is one of Ireland's largest and longest established providers of outsourced IT and Managed Services solutions.

With state of the art facilities in Dublin and Belfast, DEG excels in offering world class Data Center infrastructure, remote managed services and nationwide support to a broad spectrum of indigenous Irish companies, multinational corporations, on-line service firms, web-based booking engines and Application Service Providers (ASPs).



iQRMS automatically gathers critical fault and performance data from clients' networks, making our job easier

The Benefits – Ensuring the availability of customer systems

'Ensuring that our customers' systems are constantly available is critical for us' explains Data Electronics Managing Director; Maurice Mortell. We asked him to point out some of the advantages of the system:

- iQRMS automatically gathers critical fault and performance data from clients' networks, making our job easier and allowing us to concentrate on proactively supporting our customers.
- We can quickly navigate through event data, pinpoint specific problems and access vital information that allows us to take corrective action before small issues become big problems.
- As the software is agentless, as well as easy to configure, DEG was able to set up clients within minutes and start generating a return on their investment almost immediately.
- The software provides our customers with a secure portal to access realtime information on the services being delivered to them.

“Automating helpdesk and service level management functionality is key to growing revenues and margins.”

Maurice Mortell
Data Electronics Managing Director

About iQuate

iQuate did not invent network auditing and monitoring, we just made it faster, more accurate and more flexible. Organizations, such as Barclays, BT and PWC employ our technology to audit IT networks and discover new cost savings, efficiencies and compliance risks.

For more information visit www.iquate.com