

CASE STUDY:

SGS



OUR CLIENT:

SGS employs more than 3,000 staff globally, around 550 of which are spread across the company's seven European sites.

THE CHALLENGE:

As a global organisation spanning several continents, it's important that SGS's suppliers understand the way in which the company operates. They need forward-thinking partners with the ability to work with multiple departments locally and deliver results on an international level.

THE SOLUTION:

SGS's working relationship with our team stretches back more than 11 years. During this time, we've worked together to successfully deliver a full range of IT solutions that operate across multiple sites in Europe including:

- Consultancy and solution design
- Hardware and software supply and installation
- System support which includes an out-of-hours service
- A virtualised disaster recovery environment

Mark Furniss, IT Director at SGS, said: "Suppliers who can deliver a working solution on time, on budget and with minimal impact to us are worth their weight in gold, and that's exactly what we have in Opal.

Their planning and execution is always spot on. They are a progressive company who, in my experience, always put the customer first. In a crisis there is no other company I'd rather have on my side."

With SGS in the process of signing off next year's support contract, Mark is keen to maintain the relationship. He added: "Without Andy and his team our business would have ground to a halt on more than one occasion. We have numerous large projects lined up which Opal will be instrumental in delivering."

 **Support**

 **Deployment**

 **Security**

 **Infrastructure**

 **Apple**