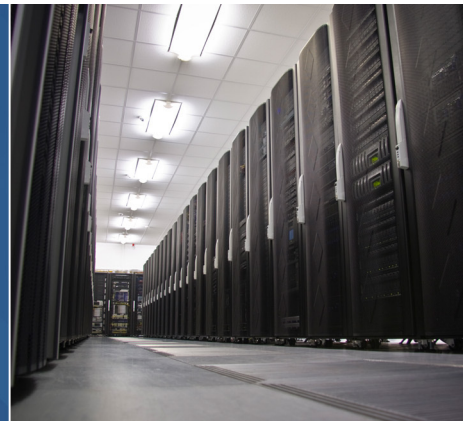


Case Study / North East Business & Innovation Centre



An innovative new system is helping to keep one of the North's largest business centres connected.

The North East Business and Innovation Centre (BIC), which provides office space and business support to the region's SMEs, has invested in an integrated communications package to provide efficient I.T services to its tenants and business start up clients.

By signing up to Nexent from Knowledge I.T, which combines all areas of business communications into one package, the BIC can now unite all SMEs onto one simple system that combines their data, internet and email systems. With an I.T. department supporting 160 tenant companies alongside numerous external clients, this system saves time and additional costs for the firm.

Nexent has also provided the BIC with the hardware to operate these systems, using technology from world leading I.T specialist Cisco. The BIC's servers are located within a secure, specially designed data centre located at their site, which includes environmental measurement devices to keep the servers at the correct temperature, fire suppression equipment that monitor heat and smoke and backup diesel generation, should the power go down.

Colin Turnbull, I.T manager at the BIC, commented: "Nexent is the first system of its kind in the region as it combines all elements of communications within a business. This is ideal for a site like the BIC, which incorporates so many companies, as it cuts out the need for multiple suppliers, maintenance contracts and billing systems."

Full support is available to firms on the Nexent network, who can access maintenance and consultancy should any problems arise. All hardware includes critical cover to ensure an engineer is on-site within four hours and businesses are given access to the Knowledge I.T Helpdesk service, which puts them in touch with support specialists in times of need.

Colin added: "We have worked with Knowledge for over ten years and it is great for us to be able to use a company we know so well for numerous services, including email, internet, hardware, maintenance and support. This makes operating the site's I.T much easier, with the peace of mind that additional support is always available."

Project Overview

Company: NE BIC
Project: Integrated Network
Communications
Web: www.ne-bic.co.uk

See how Knowledge I.T. can benefit your organisation
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KNOWLEDGE I.T

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