

PT SOLUTIONS PROVIDES IT SUPPORT TO THE SCIENCE PARK AND ITS RESIDENTS

The Background

The University of Southampton Science Park is the leading innovation hub in the South of England. Extending over seventy-five acres, the Science Park is home to around one hundred growing companies. With close links to the research-intensive University of Southampton, the Science Park has nurtured fledgling businesses and given them the environment in which they can flourish. The wide range of commercial offices, laboratories, meeting, and conferencing facilities all have access to the latest communications infrastructure and IT support.

Having been long-standing residents of the Science Park, PT Solutions was invited to take on the role of outsourced IT support for the Science Park company. As a broad-based IT support business, PT Solutions was able to provide both IT and communications support. Initially, this involved setting up meeting rooms and cafés with Wi-Fi, and providing, installing, and supporting communications devices, including switches and routers.

The Relationship

The relationship between PT Solutions and the Science Park continued to develop over subsequent years, with expansion of both the range of services provided to the Park and to a growing number of other occupiers. PT Solutions was trusted with more-and-more IT and communications projects, including managing all conference IT requirements and security co-ordination.

A decade ago, the Park's fibre broadband infrastructure was provided by a single third-party business with occupiers engaging directly for communications support. In 2012, the decision was taken by the Science Park to install their own fibre infrastructure. Occupiers were then able to take communications support from one of three suppliers, providing the choice and competition that businesses had been asking for. Over the years, growing numbers have used PT Solutions to supply their broadband connectivity, due in part to competitive pricing but also the fact that they are based on the Park and can offer fast on-site customer service.

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Current Support

Today, PT Solutions provides a wide range of support and services for the Science Park company and businesses on the park. The existing relationship looks set to deepen further based on responsive on-site support provision and a personal service commitment from PT Solutions to all companies resident at the Science Park. Current services and support available to the Science Park and its occupiers include:

- Fully Managed IT Support
- IT Support via Helpdesk - in person, telephone and remote support for Science Park employees based at the Innovation Centre.
- Quick fix turnaround (excellent SLAs).
- Deployment and management of the Science Park network infrastructure across ten buildings – including 21 Switches linked via Fibre and 25 Wireless Access Points as well as staff, guest, and visitor Wi-Fi.
- Leading discussions and development of the Science Park IT Strategy and Development Plan
- Supply of Hardware, provisioning software, apps, connectivity (Wi-Fi, Virtual desktop etc.)
- Supply of Software Licensing
- Asset Management
- Hosted Desktop Workspaces (which include 3rd Party Patch Management)
- Mobile Device Management
- Cisco Support
- IMACs (Install, Moves, Add Changes)
- End User Computing Support for all devices
- Anti-Virus Endpoint Protection
- Assisting with Cyber Essentials Plus annual certification
- Support the wireless integration of the audio-visual systems for the conference rooms
- Internet Services

- Voice over IP telephony services
- Amazon Web Services
- Enterprise-Class Managed Services, Microsoft Cloud Technologies, and complete ITSecurity at a low monthly cost.

The Future

PT Solutions will continue to grow its customer-base on the Science Park through tailored support to all occupiers and the Science Park company itself. A continual presence on the Park gives PT Solutions the ability to deliver services and support in a way that its competitors simply cannot match. And Mark Walling, MD at PT Solutions is personally committed to deepening relationships on the Park; “As a small group of highly experienced IT professionals, we are dedicated to delivering excellence in everything we do. Our vendor independence and commitment to going the extra mile to exceed our clients’ expectations is well suited to the kind of young and dynamic businesses that start life and flourish on the Science Park. This has been our home for over 10 years now and we will continue our support for the Park and its tenants in any way we can.”

Robin Chave, CEO at the University of Southampton Science Park agrees that the relationship has worked well, “PT Solutions have provided IT Support and Services to the Science Park since July 2014. We have enjoyed developing a close working relationship with them and they are heavily involved in our IT development and decision making. We have complete trust in the IT support that PT Solutions deliver to the Science Park based on their responsive on-site support provision and their personal service commitment”.

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