

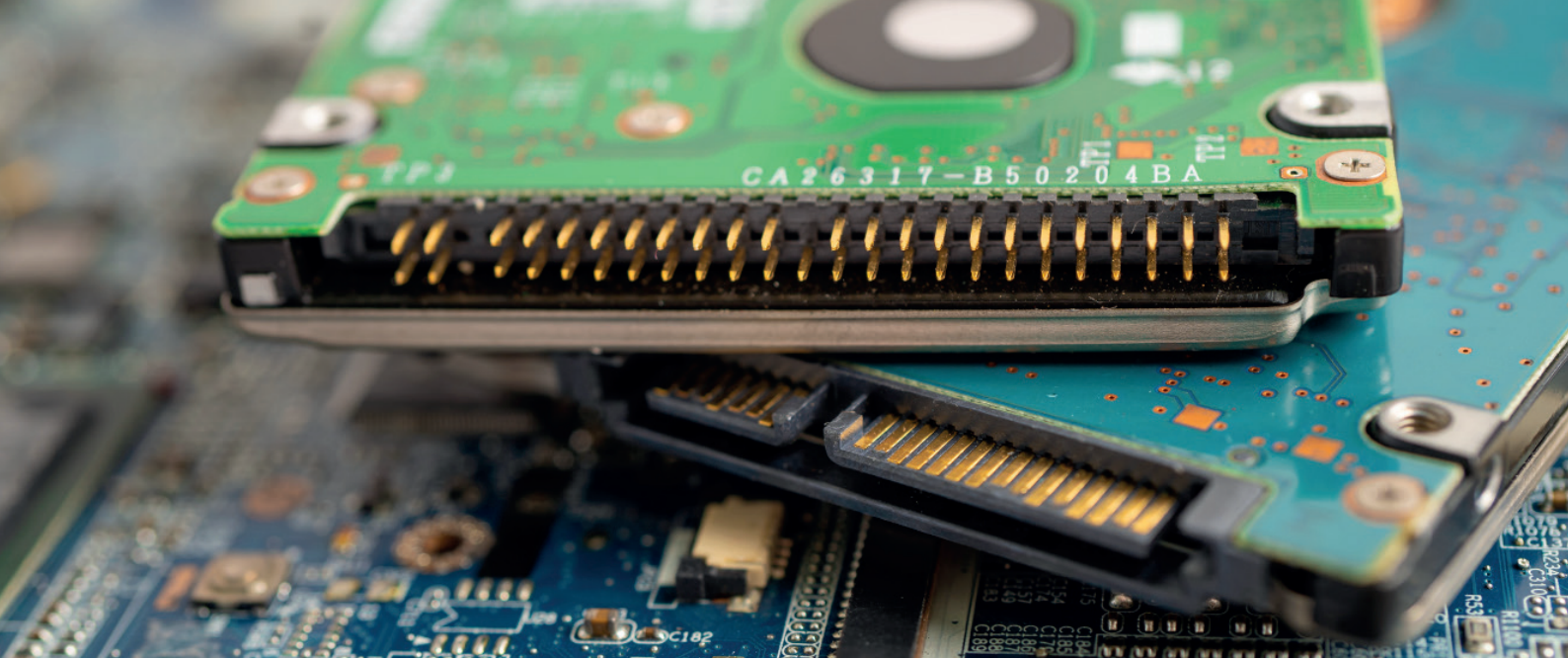


# Case Study

R3 Environmental Solutions benefit from two secure networks and priceless support from their Technical Consultant.

R3 Environmental Solutions Ltd (R3) delivers simple, ethical, and compliant IT waste management services for businesses, operating predominantly throughout the Thames Valley area. Sharp spoke to Maire Inns, Finance and Compliance Officer at R3 about their requirements from an outsourced IT Services provider, and the benefits they have reaped as a result of choosing Sharp.

**SHARP**  
Be Original.



## The challenge

### Searching for technical expertise and trust

When R3 were looking for a third-party to outsource their IT to, they initially went out to tender. R3 saw the value of outsourcing their IT and were looking for an organisation that had a wealth of expertise and someone they could form a relationship with.

They were looking for an IT support provider that would support their business growth and due to the nature of their business, security was important. Offering IT waste

management services for businesses meant that they had to always be 100% compliant when it came to the data stored on their customer's IT equipment.

Sharp stood out for their personable approach and were chosen as R3's IT support provider. R3 partnered with Sharp in 2012 and they continue to have a close relationship.



### The challenge

- An IT support provider to maintain all of their IT.
- Finding a provider with a high level of technical expertise.
- Forming a relationship for support through business growth.

### The solution

- Complete IT Manager to support maintenance and monitoring.
- Dedicated team who becomes an extension of theirs.
- Implementation of two networks so that they could independently wipe data and disks for their customers without ever going near their own network.

### The result

- Peace of mind that separate networks were 100% safe and secure.
- Freed up time so the team can focus on other key responsibilities.
- Reliable and knowledgeable IT team to rely on.





## The solution

### Secure IT support

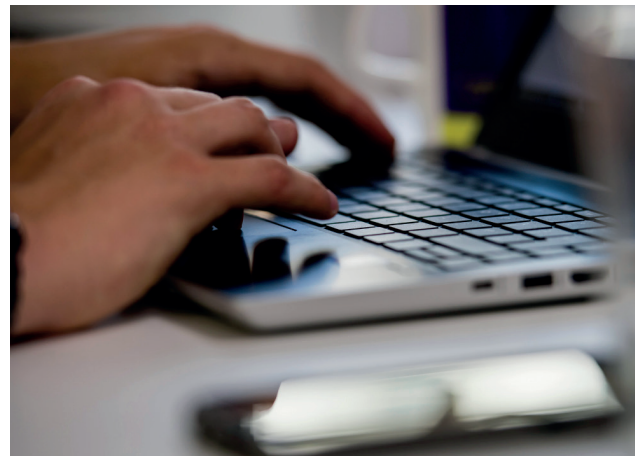
Sharp's Complete IT Manager (CITM) service was the right fit for the R3. As part of this service Sharp would take full control of their IT and offer proactive support to ensure they were always working efficiently and securely. It would enable their team to focus on what they do best and provide peace of mind that IT is taken care of.

It was proposed that a dedicated Account Manager and Helpdesk Team, as well as a Technical Consultant (TC) would visit R3's site as per their contracted onsite days.

After an in-depth discussion and an IT review, it was evident that security was of upmost importance to R3, therefore it was decided to set up two separate networks so that they could independently wipe data and disks for their customers without ever going near their own network.

*“Outsourcing to an IT support provider enables our team to focus on their core responsibilities.”*

*Maire Inns, Finance and Compliance Officer, R3 Environmental Solutions*



*“Nobody has to worry about the latest Microsoft updates – and we can benefit from a wealth of technical expertise and brainpower.”*

*Maire Inns, Finance and Compliance Officer, R3 Environmental Solutions*



## The result

### A priceless relationship

Setting up the separate networks has been hugely beneficial for R3 as the new set up makes it 100% secure for their customers. Their Technical Consultant took control of the project from start to finish and Maire describes the value of having a Technical Consultant as “Priceless, absolutely priceless.” They have a close relationship and much like the rest of the Sharp team, “We just fit together” said Maire.

R3 benefits from IT Helpdesk support and know the team by name. Maire explains, “They are a solid team who know the system, know exactly how it works and always sort my problems. The IT Helpdesk has helped me with servers, Excel, Sage, all sorts of things over the years. They are really helpful. While the Helpdesk are taking over my screen, we have chats about the weekend – it’s just like they are part of the team, part of the family.”

Overall, R3 see great benefit in their partnership with Sharp and as they have grown, having Sharp as part of their team has allowed them to expand, empowering their teams to get on with their day-to-day roles.

*“The Sharp team always join together and help to make sure any problem are solved as quickly as possible.”*

*Maire Inns, Finance and Compliance Officer, R3 Environmental Solutions*



*“The support we receive is always of such a high standard.”*

*Maire Inns, Finance and Compliance Officer, R3 Environmental Solutions*