

“ We required a company that could effectively maintain our IT networks and who also had the experience and capability of quickly responding to any problems, MHC more than adequately matched our requirements and worked pro-actively with us to ensure our systems ran at the optimum level of efficiency ”

The Client

This client is a rapidly growing media company based in Bournemouth specialising in producing CD ROM based and e-training modules for large financial institutions. They have the capability to create broadcast quality video, audio, animation and film for a large portfolio of clients. Their business dictates the need to utilize very specialized equipment and to ensure internal and external network optimization.

The Requirement

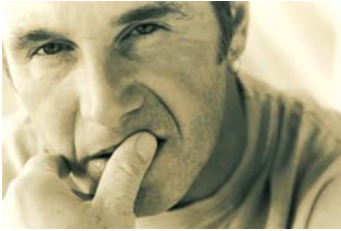
The company were keen to outsource the support of their systems and hardware to an external company who possessed both the expertise and the ability to react in a timely and professional fashion to resolve any IT systems or hardware based problem.

The Solution

Through in-depth discussions, to ensure that we fully understood the complexities of our client's business, MHC proposed that the most cost-effective solution would be provide an MHC engineer on an 'on-call' basis. Our engineers were able to respond quickly to any business critical system failure as well as conduct routine systems and hardware maintenance, systems upgrades and technical support, all dictated by a pre-agreed service level agreement and a systems of performance monitors.

The Result

This solution exactly met with the client's objectives and allowed them to concentrate on their core business activities with the confidence that their systems and hardware would perform with the minimum of downtime and disruption.



“ We are a fast growing dynamic organization which will need expertise in many IT related areas and I feel that MHC have demonstrated to us they are capable of providing a service level to match our ever changing needs ”

The Client

One of the European Union's largest organizations employing over 7,000 multi-cultural employees with offices in The Netherlands, Germany and Austria and involving twenty member states, decided to put their in-house IT resource and systems support out to private tender.

The Requirement

Along with a significant number of other IT consultancies, including some very much larger international organisations, MHC entered tender negotiations with the organisation for full facilities management of their mission critical computer operations systems for an initial three-year contractual period.

The Solution

The tender process entailed a detailed evaluation of the capability of each tendering organisation, looking specifically at the company structure, the financial standing, the proposed management reporting and performance monitoring systems that each company would implement if they were given the contract. Paramount in the decision criteria were cost-effectiveness, the identification of the correct specialist skills and the proposal of the maintenance of those skills over the contract time period to fulfil the project remit.

The Result

MHC, despite the fierce competition, was awarded the multi million euro contract and continues to work in partnership to provide a consistently high level of service to this acclaimed model of European Union co-operation.



“ Our business needed a company that could support our in-house networks and related systems. Having considered a number of alternatives we decided on enlisting MHC’s expertise as they more than met and indeed superceded our expectations of the required service level. As our business needs changed they were able to adapt and maintain the high levels of standards we dictated ”

The Client

Our client, a start up business backed by blue chip financial investment, provides a one-stop home buying and selling service via call centres with around 200 end users distributed throughout the UK. Since their inception they had outsourced their systems support to a large established multi-national outsource provider. However, they discovered that this company could not provide the flexible and cost-effective service necessary to support their systems for their size of company and their anticipated growth.

The Requirement

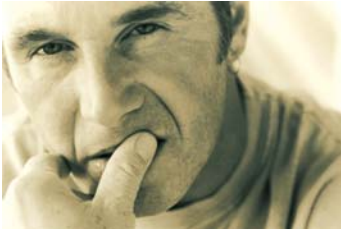
MHC was initially approached to provide a recruitment service to replace the outsource provider’s staff with permanent employees. Having discussed the client’s needs in depth, we established that they required a support service that covered them for 7 days per week, 52 weeks per year. It needed to give them the flexibility to grow and maintain consistency in the quality of their service whilst giving them the confidence to utilise their IT infrastructure to achieve their business goals in a cost-effective way.

The Solution

We advised them that rather than facilitate a recruitment programme, it would be more beneficial, and suit their needs more closely, to supply a team of engineers employed by MHC. We provided a team consisting of four support professionals managed by a dedicated team leader to fulfil all of their system support needs.

The Result

The MHC team integrated seamlessly into the client’s culture and work patterns, allowing them to concentrate on their core business with the confidence of consistent support to their growing end-user base.



“ MHC adopt a suitably pragmatic and practical approach and clearly demonstrate understanding of our environment which indicates a desire to remain a strong business partner and provide the most cost effective service to meet our needs ”

The Client

A large, multi-site, household name financial services provider with a continuous need for both permanent and contract specialist IT resource decided to embark on a strategy of outsourcing their recruitment function. This was to alleviate in-house resources and allow internal personnel to concentrate on other business critical issues.

The Requirement

Their specified criteria were a strong service delivery focus, speed of response, flexibility, pro-activeness, comprehensive industry knowledge and a demonstrable track record of success in the management of similar contracts.

The Solution

MHC exactly matched the required criteria. Working closely in partnership and reacting to changing technological needs, a deep understanding of the cultural profile of the organization was built and this was backed by pre-agreed service level delivery and performance monitors.

The Result

The client continues to rely on the MHC model of success with this strategy.