



CUSTOMER

NATIONAL ASSOCIATION FOR DEAF PEOPLE

CASE STUDY

Outsource IT

National Association for Deaf People (NAD) was set up to promote equality, independence and inclusion of deaf and hard of hearing people. NAD services are delivered through a network of 12 Resource Centres located in: Dublin (2), Galway, Tullamore, Kilkenny, Dundalk, Limerick, Letterkenny, Killarney, Wexford, Waterford and Cork.

NAD had an urgent IT problem in one of their regional offices and Infinite were called on an "ad hoc" basis. They successfully repaired the fault promptly.

When their IT contractor decided to move on, Cathy Barry contacted Infinite to see if they could fulfil the role which was left vacant.

"It was felt that a company should be sourced that could fulfil the tasks of our expanding association both geographically and technically so it made sense to look at alternatives and with Infinite's proven track record, naturally they were considered".

"Mike Corr from Infinite visited head office and got an overview of the existing system. Within a short period of time an IT Development Plan was devised which suited the changing IT requirements of NAD. A speedy and successful implementation of the plan then followed".

"Overall it was felt that Infinite were acting in NAD's best interests - both technically and financially".

The service to date

Since NAD engaged Infinite they have been responsible for:

- Replacing the entire server infrastructure
- Implementing communications links between head office and regional offices
- The ownership and management of the entire NAD IT set up

"Infinite have also liaised with various Contractors who carry out maintenance work for all offices, which ensures that there is minimal disturbance with regard to IT issues".

"Infinite were made aware of that they would be working with deaf and hard of hearing staff and they have ensured that queries from all staff are dealt with in a professional manner".

"They have set up a link for everyone to log calls directly to their helpdesk, either by email or phone, which works very well for all members of staff".

"Infinite Technology has become part of the team in NAD, with their seamless support ensuring that IT requirements are met in a timely and friendly manner".