



CUSTOMER

BEAUMEX

CASE STUDY

SUPPORT

With 58 employees and generated sales of €60million, Beaumex has established itself as Ireland's leading distributor in the music, home and entertainment market

Dave Moloney is the operations director and has responsibility for IT. Having taken on a support company who promised "the sun, moon and stars" but didn't deliver, Dave Moloney switched to Infinite having been recommended to Infinite by one of his suppliers. That was back in 1999. Dave comments; "there was no comparison and to this day we have had no issues in relation to service".

Service

Infinite provide hardware maintenance, remote support, help with configuration issues, supplies of new hardware and software, remote back up and disaster recovery facilities.

Dave has very few issues but when he has problems they are sorted out promptly. He thinks the remote support system "is great as it speeds up everything - we don't have to wait for an engineer to come on site".

When there is an onsite call you always get the same engineer who knows the site inside out (and the users too) "Brendan is always very helpful, not only does he get the job done but does so in a friendly manner".

Upgrades

In 2005 the accounts software needed to be upgraded, Beaumex turned to their trusted IT partner. Infinite supplied and installed the server hardware liaising with the accounts software vendor to ensure a smooth transition to the new version. At the same time many of the workstations were replaced seamlessly.

Supply of equipment

"I like to be able to pick up the phone to our account manager and say we need a new PC for a new user, knowing that we will promptly be supplied the best performance/value PC without having to check numerous suppliers pricing" said Dave.

Conclusion

Dave has IT companies calling him all the time. As he says: "I don't entertain them, I have no reason to change".