



## **CUSTOMER**

**Care Trust**

## **CASE STUDY**

**Move it**

The evolution of The Care Trust spans a period of 50 years, providing funding for people with disabilities in Ireland. The company is a not-for-profit organisation and is wholly owned subsidiary of the Central Remedial Clinic and the Rehab Group.

Philip McCabe is the Financial Director of the Care Trust and as a non IT specialist needs to have confidence in his IT supplier.

### **The Move**

The Care Trust were moving office from Parnell Sq in Dublin to Blackrock and asked their existing maintenance company to help. When they said they wouldn't be insured to move computers Philip sought assistance elsewhere. Through his contacts he was recommended Infinite Technology.

Philip was "impressed with way the move worked out" - Infinite packed up all the IT equipment on Friday re installed over the weekend and everybody was up and running on Monday morning – no hiccups".

The Care Trust depends very much on their IT and telephone systems to allow subscriptions to be processed on a daily basis. Being an Eircom partner Infinite was able to use their influence to ensure a smooth transition within tight deadlines.

"As part of the move Infinite advised on the configuration of the existing Email set and recommended some changes e.g. shared diaries, which has proved very useful" says Philip.

### **The Support**

"The current contract was not due for renewal until January" says Philip "but the way the whole move was planned and executed gave us the confidence to switch contracts immediately".

"When I place a support call with the receptionist I get that assured feeling that the problem will be dealt with efficiently and responded to quickly"

The regular review meetings have proven a very useful medium for sorting out any small issues that may arise from time to time.

Overall, Michael and his team give him confidence that his IT is being well managed. This in turn has given Philip the assurance to source equipment from Infinite knowing that it will be reliable and of the correct specification for the present and future needs of the Care Trust.