



CCOMM IT Solutions Case Study: MBDS - Global Interior Design Studio

As one of the foremost interior architecture and design practises in the industry, the firm employs 70 staff worldwide, with Studios in London and New York.

On the recommendation of a new member of the team, the London Studio selected CCOMM IT Solutions to overhaul its IT operations. The Studio was finding its Internet connections slow, relying on two separate lines for its Internet provision. Emails and other server-related services were on one line and Internet browsing on the other, but unfortunately neither service was functioning well enough. Each was too slow and, when it came to sharing highly detailed-design files with the New York Studio or with clients elsewhere around the globe, speed and reliability were key to the smooth running and reputation of the firm.



CCOMM IT Solutions put in three lines and high-availability multi-link technology to manage all Internet traffic. Now, if there is a glitch on one of the routes, an automatic fail-over is created to another route, making communication ultra-efficient and reliable.

Additionally, emails are no longer managed on an in-house server. The use of MS Office 365 Enterprise Plan means that New York and London's emails always are synchronised and available through MS Outlook, with password security to members of staff wherever they are.

CCOMM IT Solutions also addressed the London Studio's backup arrangements. Nightly backups were not completing because the files were too large for the space allocated. Now, not only is there instant replication to a second server, but also all data is backed up via the Cloud to secure servers which themselves are backed up to other servers in different parts of the country.

With nearly 50 members of staff in London there are daily queries referred by the Studio to CCOMM IT, ranging from an unexpected difficulty in opening a file from a client, to whether a suspicious-looking email should be opened, or to why an email has bounced back. There is a comfortable rapport between the CCOMM IT Solutions support team and the Studio staff. The London Studio's Managing Director says 'It is always a pleasure to deal with the CCOMM IT support team. They are very helpful, very responsive and very patient. I appreciate the way in which they deal with things, not only day to day queries but also more strategic matters - ensuring that they take our needs and our understanding of the subject matter into consideration when working with us to decide the best course of action.'

In November 2014, CCOMM IT Solutions did a complete refit for the London Studio, installing brand new PCs with Intel i7 processors and the highest level graphics cards appropriate for Designers. The installation was undertaken over a weekend and went remarkably smoothly. The new graphics cards have provided extra speed, extra memory and extra resolution, and the extra performance is appreciated by the Designers. The Office Manager helping with the overhaul says, 'The refit happened over the weekend where we were on-site with CCOMM to assist with the install. We came in on Monday morning and the Designers were very impressed by their new hardware and things were running as normal pretty quickly. When it comes to support and new installation, I would be the first to recommend CCOMM IT Solutions. They know what they are doing and they always deal pleasantly and promptly with all our queries. The team at CCOMM IT Solutions feel like an extension to our own team which I believe makes our working relationship a success.'

Dean Barnard, CCOMM IT Solutions Support Team leader says, 'It is always good when one of our clients recommends us to another, and we have been delighted to support all staff at the firm so they can continue their inspirational design work.'