

LAMP Group Limited

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*David Rogers, IT Manager,
LAMP Services Limited*

When the legal and medical insurance provider LAMP Group Limited launched in 2005, the board of directors recognised that it had the potential to rapidly expand and become one of the leaders in the market. In order to give the business the best possible start it was agreed that a reliable modern IT infrastructure was required to optimise operational performance.

The team at its head office in Haywards Heath, West Sussex went in search of an IT service provider that was both technically savvy and commercially minded to procure, implement and support the specific technology needs of a fast growing insurance business.

LAMP invited ramzac, a specialist IT outsourcing consultancy based in Surrey, to undertake a preliminary IT strategy review, consulting with the senior management at LAMP to assess exactly what the business needed from its technology infrastructure, and then producing a strategic plan and budget accordingly. Following this thorough consultation process ramzac specified, sourced and installed a complete network infrastructure at the head office, deploying a Microsoft server environment, and

facilitating world wide remote access through a Citrix Presentation Server solution.

David Rogers IT Manager of LAMP Services Limited comments, *"We were impressed with ramzac's professionalism throughout each phase of the project. They took the time to understand our business requirements and worked closely with us to make the right choices, in order to deliver the technology infrastructure we required to meet the immediate and long-term goals for LAMP."*

In addition to its mainland UK operations LAMP Group Limited also launched LAMP Insurance Company Limited in Gibraltar. ramzac were charged with initiating an IT network that would facilitate data replication between both sites as well as adhering to industry compliance requirements.

To achieve this ramsac enlisted the support of a local service provider in Gibraltar to create a smooth seamless technology environment.

LAMP soon opened an office in Bath and again ramsac were on hand to set up a network connection between each of its offices, ultimately providing integrated IT services throughout the entire LAMP Group Limited organisation.

"ramsac was able to provide us with a reliable IT infrastructure that was adaptable to the changing needs of our expanding business.

We soon took the decision to enlist the services of ramsac on a more permanent basis," explains Rogers.

By providing ongoing IT service and support ramsac maintains the network to cope with the demands the company places upon it.

"We have confidence in our IT system and are reassured that a reliable and professional team are available to us if and when we need them."

Rogers continues,

"Any technical issues that arise are identified and dealt with swiftly, by an expert who knows exactly what we have, how it operates and the steps required to resolve it, with minimum or no impact on the business."

As well as providing its award winning helpdesk support, two dedicated ramsac

consultants make regular scheduled visits to the LAMP head office to work alongside LAMP's own internal IT people. LAMP also has an assigned IT Director at ramsac who provides technology planning and strategic counsel at board level.

Rogers concludes, *"At each milestone in our growth ramsac has risen to every challenge we have presented them. We consider their guidance and support to be of intrinsic value and view them more as business partner than a service provider."*