



News

AIR CHARTER SERVICE SELECTS RAMSAC TO PROVIDE TOTAL IT SERVICE AND SUPPORT

Guildford, England, February 7th 2005: RAMSAC, a leading IT solutions provider has been appointed by Air Charter Service Plc (ACS) to act as its IT department, providing a single point of contact for all the company's IT support and service requirements.

ACS is a global leader in its sector, operating in both the private passenger and freight markets, ACS provides aircraft and related travel services for private hire, TV and film logistics, travel agents and group travel while its cargo department provides aircraft for aid and relief agencies, government departments, freight forwarders, general sales agents and airlines.

ACS' IT infrastructure plays an important role in the company's operational effectiveness. It relies heavily on computerised reservation systems for passenger bookings and freight management, while customer records and other business critical data is held locally on servers. RAMSAC's flexible approach to support and consultancy gives ACS the freedom to develop its business and systems, safe in the knowledge that its IT infrastructure is not only keeping pace but often driving parts of the business forward.

Group Facilities Manager of Air Charter Service, Sarah Turner explains. "We required a robust IT support function that could react rapidly to potential problems and IT issues while providing advice and guidance on how best to manage new technologies. RAMSAC demonstrated experience and knowledge in these key areas. We wanted to be protected from having our IT technology dependent on one person. By selecting RAMSAC, Air Charter Service benefits from outstanding support and advice backed up by a skilled team of consultants and engineers."

RAMSAC provides Air Charter Service with a modular programme, delivering IT support and consultancy services tailored to the unique organisational requirements of the company. Managing Director of RAMSAC, Robert May comments.

"Immediacy of service and swift issue resolution are key deliverables for ACS, along with strategic consultancy to ensure it has the right IT infrastructure to match its business needs, both now and in the future."

Turner adds, "We operate in an extremely demanding and aggressive marketplace. To be successful, we have to offer clients cost-effective business solutions that enhance business operation. A key factor in any successful business is operational effectiveness which is why we decided to use RAMSAC."

"Everyone at RAMSAC is orientated towards customer service. They understand the urgency of situations and can be relied upon to give honest, independent advice. It's worth saying that they feel like our IT department," concludes Turner.