FUSE
COLLABORATION SERVICES

IMPACT
recruitment services

Giving Impact Recruitment great IT

Transforming a typical SME with its IT
support, provision and understanding

58% of small/medium businesses are **not prepared** for a data loss. Even relatively **small losses of data** can have a **significant impact** on your **customer and financial information**, so use Fuse's expertise to **future-proof your business**

About Fuse

Fuse is a Microsoft Gold Certified Partner, based in Northampton. We help organisations of all sizes to maximise IT efficiencies through the use of Microsoft cloud computing solutions

We work with you to deliver a bespoke, tailored solution that helps you achieve your goals
Fuse has been delivering solutions for a wide range of businesses and for over 15 years, our team knows that every business is unique

Do what you do best and leave the IT to us
Fuse can deliver you with a managed, high availability, state-of-the-art Infrastructure as a Service (IAAS) solution. This ensures that you are protected against data loss (both accidental and malicious) and cyber-attack; that you have access to the latest software which is updated in an appropriate fashion; and that all your users, computers and devices can be managed centrally

Optimising your IT spend
We will scrutinise your IT spend on licenses and hardware ensuring that you have the optimum allocation for your business that month. Our scalable solutions mean that you will only need to pay for the licenses, storage and computing power you need that month

All the support you need, when and where you want it
Fuse is committed to the highest standards of support, and can be on the end of a phone both during and outside normal office hours. We also have an online logging service to help you keep track of your requests, and whether you have desktops, laptops, mobile devices or a mixture as part of your IT platform we will find a solution to your issue quickly and efficiently!

What Fuse does

Consultancy
From an audit to help you take stock of your current position, to acting as subject matter experts on more elaborate projects as well as implementing imaginative and relevant digital solutions. Furthermore, we will ensure that your staff have sufficient expertise to increase productivity, efficiency and return on your technical investments

Managed services
Fuse can either support your in-house IT or support your IT department with technical knowhow; additional resource; customisations and enhancements; hosting, monitoring and management of your websites, and much more

The benefits

 Improved efficiency in terms of time, money and productivity

 Flexibility
Monthly contracts that can be scaled up or down to help you control your IT budget

 Peace of mind
Know that your systems are available, dependable, secure and protected

 A personal service from our team of experts

 Empowerment
Enabling you to have a tighter control over your budget, your data and your business

Find out more
Get in touch and we will come and talk to you!

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About Impact Recruitment Services

Founded in 2002, Impact Recruitment Services prides itself on being different from other agencies. The company lives by its core principles every day, ensuring that every client and candidate experience is positive and consistent with the Impact values. Impact supplies permanent and technical staff to the commercial, industrial, supply chain and technical and engineering sectors and is a rapidly growing business, with turnover increasingly rapidly thanks to the securing of two major new clients.

Impact has two main offices in Northampton and Wellingborough, and has account managers embedded with a number of major clients

Project background

Over a period of time Impact's IT infrastructure and support provision had fallen below the standards required by an expanding and busy multi-site company

Infrastructure
Impact Recruitment's IT provision was based on the traditional on-premises server model. Computers were updated infrequently, meaning that there was no consistency in what packages were being used by whom

VPN and access to documents
If Impact's staff were working away from the office base they did have access to their documents via a VPN connection. However this was both unreliable and slow, and often necessitated using multiple devices, flash drives and email to send documents back to head office.

This both increases time required to complete a task, limits efficiency and massively reduces the security of important data such as client details and payroll information.

Support provision
The nature of Impact's previous set-up - namely the on-premises server - required having technical support staff visit the site to solve any issues as they arose.

This meant that Impact's productivity fell while waiting for a technician first arrive, then diagnose and solve the issue. This could then create a further issue as a result, which would then require more time, more technician visits, and so on.

Furthermore, it became apparent during the audit process that Impact's previous provider had not been proactive in their account management and not fully understood the products they had been selling their client, as Impact had licences for software that they were not using and were not aware of this waste in their IT spend.

Limitations

Time lost when issues arose
Time taken to transfer information between staff inside and outside the office
Data security when documents transferred by email
VPN login prevented by firewalls
When one thing went wrong everything else was affected

32% of data loss results from **human error**. The **Microsoft 365** package provided by Fuse gives all your staff the ability to **recover their own documents** without needing to call your IT department

How Fuse helped Impact

Fuse's team worked with Impact's management to build a sustainable plan within a timeframe that introduced a consistent and secure platform for the business to work from, with fully aligned and up-to-date operating systems and identities.

Fuse is committed to ensuring that businesses similar to Impact have proactive support that ensures devices and applications are kept up-to-date and secure, and that when problems occur your employees have the understanding to be able to fix the issue themselves, while Fuse's team engineers a process to make sure that the problem cannot reoccur

Audit
Fuse used software to interrogate Impact's previous environment - how many machines were in the organisation, what software those machines are running, what machines are capable of (processor speed, hard drive space, RAM size, etc). This gave Fuse's team information about the infrastructure, what computers needed upgrading and in what order. The team then investigated the server to assess the subsequent file transfer into the cloud and the existing licenses Impact held

Licences
Impact actually held licenses for packages they did not need, for example shared mailboxes that were not needed and users who had left the company. Fuse's team stripped out the unnecessary licenses to free up resource for Impact to invest elsewhere. Office 365 was upgraded to Microsoft 365, which allowed Fuse to use Microsoft InTune to upgrade Impact's machines, installing applications, encryptions and packages

Migration into the cloud
The next stage involved the migration of files from Impact's on-premises server into SharePoint. Firstly, a complete back-up of the server was made onto the cloud so that files could be recovered in the event of accidental deletion or a server failure. All users were connected to OneDrive to manage their files and documents in a similar manner to a central server, only now in the cloud. Once this was completed and all users were successfully migrated into the cloud the server was decommissioned

Microsoft 365 Business

Word	Excel	OneDrive	SharePoint	PowerPoint	OneNote	Publisher	Access	Skype

Outcomes

Considerable man hours are being saved through the effective use of technology. The office in Wellingborough was hampered by using files via VPN, which was slow at best and non-operative for periods of time. People were also working at clients' sites without being able to access their files at all. Now all Impact's staff can access all their files, all the time, anywhere and on any device, with these files being backed up securely all the time. Meanwhile multiple users can edit the same file in real time, saving the time that would otherwise be spent in emailing, downloading, editing and returning the document

Every computer is now running the same version of Windows, and has regular software updates to ensure that every user is up-to-date with the latest programmes, apps and packages. This added security and smoother working processes are helping Impact Recruitment successfully ensure that the company is GDPR compliant, especially in the handling of sensitive information regarding clients and candidates

Having all users on the same packages and operating system makes training and support from one member of staff to the other a lot more straightforward, reducing related man hours and improving efficiency. Single sign-on. Number of support calls has dropped dramatically. Fuse can remotely support Impact's staff, speeding up response and resolution times

Testimonials

We completely made the right decision to work with Fuse Collaboration Services. Their team has been brilliant, and Andy's knowledge base was excellent, both in terms of making sure that we were using the correct software packages in the right way but also in what computers and devices we need our staff to have.

It has been a massive improvement on what we had previously, and as far as I'm concerned the approach that we're taking - which has separated out a physical network for our internet access from the cloud storage and data management packages that Fuse has tailored for us - is something which should be adopted by SMEs similar in size to ourselves.

I would wholeheartedly recommend working with Fuse, and that you have a conversation with them sooner rather than later!

Neil Kitchener
Director, Impact Recruitment Services

We've been very impressed by Fuse. The whole team has a very forward-thinking approach which has taken our IT systems into modern times.

What particularly struck us was that they immediately thought about what our future needs would be and built that into their plans for increasing our IT capacity; they were not interested in just patching up what we had when they came on board but in future-proofing our organisation.

What they have put in place has improved our business efficiency in our working practices, and we now have a robust disaster recovery programme for the data which we need to operate our business.

Their service levels are also excellent, which is refreshing in our experience, and I have no hesitation in recommending Fuse for anyone considering upgrading their IT provision.

Paul Hooper
Director, Impact Recruitment Services
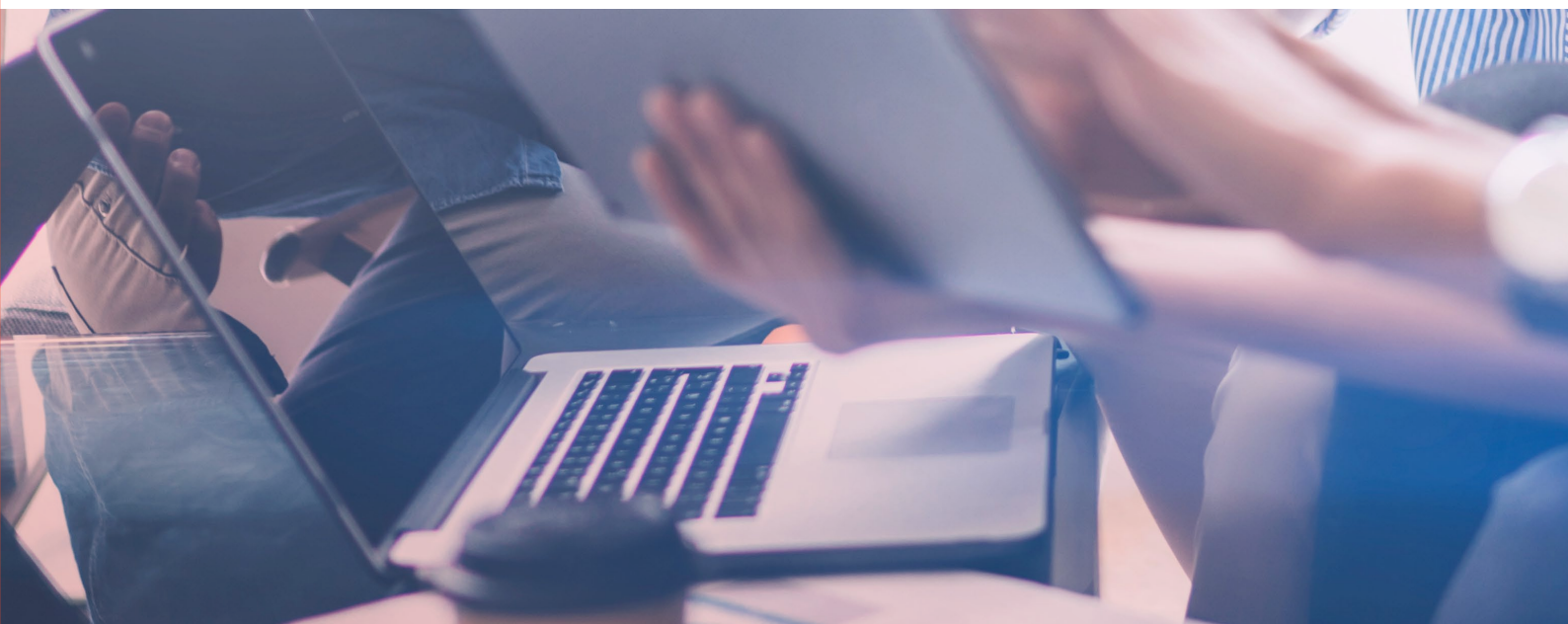
60% of small/medium businesses that **lose their data will close within six months.** A **small investment** in **Fuse's expertise** and managed services can **keep your business on track**

Leading the team

Fuse's team is highly experienced in working with complex and high profile businesses and organisations, such as the NHS, local government, defence contractors and many others across the public and private sectors.

Martin Chamberlain
Managing Director

When Martin established Fuse in the early 2000s he had one underlying principle – that one size does not fit all, regardless of whether you are a start-up business or complex, established public sector organisation. With that as the foundation he has built up a company which is focused on establishing and nurturing long-term relationships with clients, understanding your needs and providing a bespoke personal service, every time. He empowers his management team to own the projects that they work on, collaborating openly and honestly with you throughout the process to deliver the outcomes you need

Daniel South
Head of Operations

When Daniel started working in the IT sector nearly 20 years ago he was on site with clients, problem solving and delivering technical consultancy. With hands-on experience of a variety of major organisations in the banking, local government, media and legal sectors, to name just a few, he has all the skills required to manage your project to a successful outcome. Daniel oversees Fuse's managed services portfolio, building proactive relationships with clients and delivering services across the business

James Strugnell
Head of Development

Your business might need more than just Microsoft packages, and this is where James's expertise and experience comes to the fore. He is responsible for the custom development of online solutions that increase your productivity, efficiency and collaboration between staff. This includes the development of bespoke software as well as tailoring Microsoft's suite of products so that your needs are met

Andrew Walman
Head of Infrastructure Services

Andrew has been a part of the Fuse team since day one. He is responsible for successfully migrating your business from one based on servers to the cloud, ensuring that you have the products and solutions that you need to enhance your operations, along with a suitable and efficient system design. He will also talk you through the process step-by-step to ensure that you have all the information you need to understand how to maximise this new support

Why use Fuse?

We're a Microsoft Gold Partner
This puts us among Microsoft's most highly accredited
independent technical service providers

We think outside the box
One size does not fit all, so we write a roadmap to your
modern office, customising existing software and developing
additional bespoke solutions. An IT infrastructure tailored
to you

We use what we sell
This gives us the insight into making them work for every
organisation

Two decades of experience
This has given us the knowledge and understanding of
what it takes to deliver a holistic strategic approach to your
IT support

You only pay for what you use
Our managed services are based on scalability, meaning no
more empty servers taking up capital expenditure, no more
worries about how to store vast swathes of historical data

Every company deserves great IT
so get in touch!

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