



[SystemSure]

## Briggs Marine Case Study

### Project Summary

Client: Briggs Marine  
Industry: Shipping  
Location: Fife  
Solution: SystemSure Total

#### Key Benefits:

- Access to Codestone breadth of knowledge
- Holistic point in time view of IT Infrastructure
- Support of 150 users
- Pro-active monitoring and remedy of estate

#### Key Features:

- 24/7 Incident logging for users
- Scheduled maintenance for key assets
- Managed desktop & server security
- Managed backup



### Background

Briggs Marine specialise in the supply of marine and environmental services and are seen as leaders in the field of marine construction, pollution response, oil and gas terminal operations and civil engineering. With offices in Scotland, Malta, Brazil, Azerbaijan, and Egypt Briggs marine are a global operation with an emphasis on 24/7 availability.

### The Challenge

Briggs Marines business has grown rapidly over the last 5 years with the successful bidding of several major new contracts. With a rapidly increasing workforce dependant on IT to do their jobs, IT Manager Jonathan Ritchie needed to focus on strategic IT development rather than being on call for the day to day user helpdesk issues.

“The challenge at the time was to plan and execute a robust IT support strategy that would meet the requirements of the business whilst maintaining a high level of service to our user base”, Jonathan explained. “As the only full time IT resource in the company my time was constantly being eaten up maintaining the systems we already had in place and delivering desk side support to the workforce. This “keeping the lights on” approach left me little or no time to concentrate on developing and implementing new IT services to enable the business to move forward”.

### The Solution

Having successfully completed a Server virtualisation project, Codestone went on to implement SystemSure Total, a managed support service for the users and Core IT Infrastructure at Briggs. SystemSure Total now allows all users to access a dedicated, highly qualified helpdesk leveraging Codestone’s experience and breadth of knowledge in IT Infrastructure. The SystemSure Total service is delivered with an integrated, web based support portal and the deployment of a centralized monitoring dashboard which Codestone uses to improve visibility and control over its customer sites.

Jonathan continued,

*"Firstly we scoped out the exact IT assets that required the service. An asset can be an application, desktop, laptop, server or just about any network node. We then assessed the required availability and response times to define the exact Service Level Agreement that Codestone would provide. We kept some line of business application support in house but centralised the management of incidents using Codestone excellent support portal, "Codestone Connect". I now have a holistic, point in time view of my IT estate and all open incidents be they user, device or server side. To date Codestone are managing and supporting more than 150 users in many different locations around the world, along with 80% of our data centre services. The monitoring tools deployed to the network allow both Codestone and myself to see problems on the horizon before they occur and remedy the issue before it has an impact. This is an enormous evolution from the previous reactive service we were able to deliver with limited resources and visibility".*

**Briggs marine purchased SystemSure Total which includes:**

- 24/7 Incident logging for users
- 24/7 System monitoring
- Scheduled maintenance for key assets
- Managed e-mail
- Managed desktop and server security
- Managed perimeter security
- Managed back up
- Self healing
- Capacity planning and usage reporting
- 3rd party application support assistance
- Warranty management
- Holiday cover
- PC/Laptop builds and rebuilds

**Benefits**

In summing up the benefits partnering with Codestone has brought to the business Jonathan said, *"Briggs Marine users now have a reliable, always available and well skilled 1st line support service, allowing me to concentrate on strategic IT Projects. In addition I have a vast array of resources to call upon for 2nd and 3rd line issues as well as a trusted advisor moving forward".*

**The Future**

Looking ahead, Jonathan concluded, *"We have been working in partnership with Codestone since 2007 and they have proved themselves to be an excellent partner for supporting our systems and users, but also in advising on key strategic IT decisions. What has become clear over the last few years is that Codestone are passionate about what they do and have an excellent team of people to deliver a first class service".*

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**Contact us for further information on Codestone's Managed Services offering, SystemSure:**

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