

Case Study

Outsourcing Allows Nourish to Focus on its Core Business



Pictured: Derek Kelly, Managing Director, Nourish.

Nourish appointed Datapac as its IT outsourcing partner for its complete ICT systems to ensure a high level of availability, security and performance.

Nourish

Nourish is an independently Irish-owned, health-food retail chain which has just started a business in the UK and is moving into manufacturing and wholesale. The company already has five outlets in Dublin city and employs over 40 people.

The Challenge

"The growth of our organisation in Ireland, and the decision to expand to manufacturing in the UK, required a more solid and a more sophisticated platform for its growth plan," explains Derek Kelly, Managing Director of Nourish. "I shopped around and chose Datapac's solution to take over management of all of the Nourish Systems."

The Solution

Datapac implemented a Microsoft Windows Server 2003 domain with an Exchange Server 2003 email system as well as Microsoft Terminal Services to run Nourish's business applications internally. These applications include an EPoS system and Financial Management System and are accessed by remote users via a VPN connection.

"Remote assistance is provided using Datapac's Managed Services and all our systems are proactively monitored by Datapac engineers," says Derek. "This complete outsourcing of our IT has taken us to a new level especially as we are now a multi-currency operation."

All Nourish's servers, network and desktops are managed remotely by Datapac as guaranteed response times and proactive management of the systems are vital. Datapac Managed Services create a powerful platform with which remote software update management, monitoring and troubleshooting of customer environments over a secure internet connection can be provided to Nourish.

"Datapac has all the expertise; we found out quickly that the service is exactly as they say and the costs are reasonable," concludes Derek. "We are getting on with growing the business with systems that will grow with it."

About Datapac

Ireland's leading integrated ICT provider.

- 150 employees in Dublin, Wexford, Cork & Belfast
- Turnover of €50 million in 2009
- Datapac has over 6,000 active customers.

Portfolio

- IT Support & Managed Services
- Virtualisation, Storage & Cloud
- Unified Communications & Networks
- Imaging & Printing Solutions
- Security Solutions
- ERP & CRM Solutions
- Retail EPOS Solutions
- IT Consumables

Accreditations

2010
Preferred Partner
GOLD



Microsoft
GOLD CERTIFIED
Partner

