



Systems Engineering

A key component of our business philosophy is that our client's interests are always placed above our own. This may sound altruistic, but it is based on hard-nosed business thinking. If our clients do well, so will we. We also know the opposite is true!

An example of our dedication is when a client's principal server began to show signs of imminent failure. We were ahead of the game because of the close monitoring we undertake of our client's servers. We were aware things were beginning to go critical.

We advised the client that we needed to act sooner rather than later. We assisted in the procurement of a replacement server and planned a convenient weekend over which we could schedule the replacement.

We worked around the clock over the weekend to ensure that when the client's staff returned on the Monday morning that they could continue where they literally left off the Friday before. We had staff on standby that morning just in case there were any issues.

In fact, so smooth was the changeover that some of the client's staff didn't think the change had gone ahead!

A good part of why this changeover was so successful was because the client understands the need to properly manage their IT facility. Monitoring does cost money, but is worth its weight in gold when it avoids a catastrophe.

Our client in this instance has experienced practically no downtime during the working day since we were engaged over a decade ago.

The site is what we termed "well-maintained". Some organisations might shrink from the cost of this, but our client has been trading for well over a century and knows how to survive! In fact, they are a market leader...



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