polymorph

Case study

ChargePoint select Polymorph to provide an outsourced IT function

ChargePoint
TECHNOLOGY

CP-100-070

Client

www.thechargepoint.com

ChargePoint's split valve product was originally developed in conjunction with Glaxo Pharmaceuticals (now GlaxoSmithKline) in 1996. Since then the company has developed products for the biopharmaceutical and chemical industries too, won a Queens Award for International Trade, established offices in the US and Hong Kong and are now growing into new larger premises in the UK.

Challenge

ChargePoint Technology Limited are a rapidly expanding company based in Liverpool. They are looking to invest in their IT infrastructure to overcome existing issues such as capacity requirements, an ageing on-premise Microsoft Exchange server and a number of 3rd party applications residing on the same hardware where each supplier blames the other in an event of an issue. ChargePoint are also looking at embracing cloud technologies. In addition to these challenges, the company is looking to move to new premises shortly with as little disruption to the business as possible.

Solution

ChargePoint reviewed a number of potential IT solutions and services providers, including their incumbent supplier and ultimately chose Polymorph as their support partner. Conveniently located in Runcorn Polymorph provide ChargePoint with day to day IT Support as well as complete solution provision for software and infrastructure projects alike.

The first identified project was to alleviate the storage capacity issues on the SBS server that were causing a big headache on almost a daily basis. The SBS server also ran Exchange on premise for ChargePoint's emails so a quick win was achieved by migrating to Microsoft Office 365. This took away the issue with maintaining and supporting the ageing on-premise Exchange server as well as freeing up the disk space previously used for the Exchange Message Stores. ChargePoint were also able to upgrade their Microsoft Office versions on the back of the Office 365 licensing subscriptions and also implement Skype for Business at the same time.

The second major project coming in the next few months is the office move. Polymorph will be providing support and assistance in terms of networking provision, a fully managed wireless solution and general migration planning. In the meantime a roadmap and vision for ChargePoint in terms of the strategy for the business and the identification of a number of projects such as CRM; further cloud adoption and data storage are also being developed.

Result

Polymorph provide an all-inclusive service dealing with everything from desktop support and server infrastructure, LAN / WAN / wireless and VPN connectivity, pro-active server checks and monitoring, right through to liaison with third parties for specialised applications, warranty renewals, asset auditing and even IT equipment procurement. Polymorph also provide upgrade advice and IT road map / strategy consultancy so there are no surprises when planning and budgeting for future requirements.