

CASE STUDY

# Pulsant provides a platform for **expansion and excellence**



ramsac is an award-winning managed services provider, supplying IT management and technical support to businesses across London, Surrey, and the south-east of England.

CHALLENGE:	SOLUTION:	OUTCOME:
New capacity required for rapid growth and long-term expansion	Colocation in Reading South data centre	Increased flexibility and agility
Diverse customer expectations	Super-reliable high-bandwidth connectivity	Superior experience for all ramsac clients
Reduced management complications and lower cost	Highly effective remote hands service and customer portal	Increased efficiency saving time and money

### ramsac – a managed services provider with high standards

ramsac provides IT management and technical support to businesses across London, Surrey, and the south-east of England, with a proactive 24/7 service that aims to cut the stress out of managing technology. It has multiple clients in various sectors, with a range of different server hosting requirements. Setting high standards, the company prides itself on providing much more than IT support.

Having expanded rapidly, the business was keen to find a long-term colocation partner that would help it meet customers' diverse expectations, while offering the capacity to support future growth.

### The Reading South data centre fits the bill for ramsac's expansion

It was important to ramsac, which is based in Surrey, to find a 'home' it wouldn't need to move out of every couple of years in search

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Technical Director, ramsac

of greater capacity. Buying extra rack space needed to be simple.

A visit to the Reading South data centre convinced ramsac’s technical director Paul Mew to migrate from the company’s existing provider. “The Reading South data centre was offering a more modern facility than other, dated sites we’d visited, where power and cooling systems were less efficient, for example,” he explains. “On top of that, the costs were lower”

Having migrated to the Reading South data centre, ramsac found the facility and its team provided what was required. As a result, ramsac now manages 15 separate customer installations within the data centre. These comprise a combination of fractional and full racks. Servers are linked to the clients’ own office via VPN, using the data centre’s high-bandwidth, super-reliable connectivity.

### **Excellent service and support**

Mew says the ramsac team feels exceptionally well looked-after at Reading South, which in turn helps the business provide high standards of service to its own clients. He singles out the remote hands service and dedicated customer portal as particular benefits, which enable the ramsac team to meet exacting ongoing requirements without draining time and resources.

“It makes a big difference not having to send someone over to carry out routine tasks like rebooting a server, amending backup frequency, or making a change to someone’s set-up . Supporting multiple clients can mean we need to apply the same software update, for example, across several installations at different times. The support allows us to make changes uniformly across the entire base without having to jump in the car.”

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The ease of expansion – buying and installing extra rack space and moving in extra kit – has proved invaluable as the surge in remote working led to increased demand for data centre colocation, with clients scaling down their office space and moving servers offsite.

#### **A highly responsive service**

The ramsac team values the flexibility and responsiveness of the service – not only when there’s a technical issue to resolve – but also with ‘nuts and bolts’ processes such as getting quotes for new orders.

The customer portal also allows ramsac to quickly arrange and authorise access for its own and third-party engineers when needed, without having to jump through hoops. This all has a knock-on effect on the speed and quality of the service it provides to clients.

“It’s the small things that make the difference,

because it’s the little hassles that add up to a less than satisfactory experience,” says Paul Mew. “The Reading South data centre team make tasks like arranging deliveries to the site easy, for instance. We have full confidence they’ll be handled safely and efficiently, and we can unbox the kit next to the rack, rather than having to do it in separate room. It all comes together to make a great experience.”

Again, this has an impact on ramsac’s own customers, most of whom are non-technical and need a low-maintenance hosting solution. “They don’t want to be in there; they want to outsource everything,” continues Mew. “Because we are in a Pulsant data centre there are no niggles and grumbles, so we respond fast to clients’ requests, and they’re sure their installation is in safe, professional hands.”

The end-result of the migration to the Reading South data centre is that ramsac has the flexibility and agility to meet all its clients’

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The end-result of the migration to the Reading South data centre is that ramsac has the flexibility and agility to meet all its clients' varying needs. Working with a more responsive data centre has enabled the company to more efficiently handle the myriad tasks associated with management of their infrastructure.

“If a client requirement pops up, whatever it is, we can say ‘yes;” says Mew. “If they want one server for a month, we can give them that. If they need 10 extra racks straight away, we can sort it. There are never any issues. This also helps us win new business – if there's a challenging or unusual requirement in the tender, there's no fretting about whether we can do it or how. We just ask for a quote.”

ramsac is now better equipped to provide a superior client experience, allowing its clients to be as “hands-off” as they want to be. The company consistently meets customer expectations through scaling up of space, bandwidth, and capacity, which enables fast turnaround of requests with no break in business continuity.

Pulsant's Reading South data centre ensures this managed services provider has a scalable solution for the long term, boosting efficiency through remote hands support and streamlined customer portal, saving ramsac time and money.

**COLOCATION**

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