



HOW A SUPPORT COMPANY UPDATED 4000 COMPUTERS IN **JUST 1 HOUR**

On December 17th 2008 Microsoft released an urgent security update called the 'Microsoft out-of-band security update for Internet Explorer' to be applied to all currently supported versions of Windows.

Within 1 hour of its release local IT support company Mirus IT Solutions had tested and applied this update to an impressive 4000 PCs for their managed services clients.

This is an example of preventative maintenance at its best, and is a key message Mirus are always trying to get across to potential clients. It can be easy to assume that because everything seems to be running smoothly that it is being well maintained; however often the exact opposite is true.

'We regularly visit potential customer sites where their systems appear to be running efficiently on the surface with no obvious problems visible to users, however there are potential disasters waiting to happen' says Paul Tomlinson, Managing Director – Mirus IT Solutions.

The reason for this is that many budget providers operate what is often referred to as 'break fix support', this basically means they only respond when an issue occurs, whilst the customer is losing time and money. The approach Mirus take is very different, they proactively monitor and manage



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their customers systems, and the application of this recent Microsoft patch in such a short space of time is a perfect example.

However impressive this may sound, it really is just one aspect of what Mirus proactive support entails. The reality is that they are regularly conducting preventative maintenance, making sure clients have up-to-date virus definitions on all of their machines, completing audits to keep track of software applications installed on their network, monitoring remaining disk space on pc's and servers, generating internet usage reports and of course making sure backups are completing successfully.

Mirus believe in not only delivering a quality service, but also a transparent one,

highlighted by the fact that they send their clients weekly reports providing an overview of their network and displaying a network health score, which also enables them to measure Mirus' performance as an IT support provider.

Most IT professionals would agree that any business with a server should be looking at proactive maintenance. Traditional 'break fix' support is not sufficient to ensure the network continues to operate reliably, let alone maintain security levels. Many people view IT support simply as telephone support, or on-site visits to resolve problems as they arise, however with Mirus and any other credible support company there really is a lot more to it.

'The challenge is often explaining these intangible benefits, it's easy to get a sense of what you are paying for if you simply measure time either on the phone or with an engineer on-site. However we believe the correct way to measure the quality of IT Support is based on the value delivered to your business' says Richard King, Director – Mirus IT Solutions.

Please contact David Vallance for further information and to arrange a meeting on 01908 261994 or email at david.vallance@mirus-it.com

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