



Cost effective problem solving

When Pharmatec Procip, the clean water systems manufacturer, needed help and advice on their e-mail and IT system, Check-Tek supplied a 'pay as you go' service to keep costs down, ensure their IT problems were dealt with quickly and advise on the best solution.

The problem

The Chippenham based company, manufacturing clean water systems for the pharmaceutical industry, had been having difficulty with their e-mail. The system in place had been developed by an outside company using non-business software that had limitations and caused some difficulties. The internal e-mail and external e-mail did not work together so there was no capability to share diaries and the like.

Expert advice

Although Pharmatec Procip were able to handle much of the routine maintenance of their system such as setting up new e-mail accounts and loading software, there were certain areas where they needed expert advice.

Check-Tek offered them professional independent advice and practical help as and when the company needed it and they only paid for the time they used. This involved telephone support and on-site support when something required urgent attention, such as the e-mail system going down. So Pharmatec Procip enjoyed a reactive support response but with no annual fee.

Smooth transition

Check-Tek were able to help the company develop and improve their IT system through advice on the best products for their business. When Pharmatec Procip moved premises, Check-Tek also ensured a smooth transition by arranging the cabling and testing on the data structure so staff could start working straightaway as if they were in their old office.

Check-Tek were able to complement their clients skills and provide an external clip on resource to the internal team. Pharmatec Procip benefits from telephone and on-site support as and when needed, advice and consultation on choosing the right direction for their developments and a cost effective use of consultancy time with no annual fee.

“Our IT system is much improved thanks to advice from Check-Tek and they are always quick to respond for any urgent requirements whether by telephone or on-site support.”

Pharmatec Procip



Pharma
tec