When Dako transformed its UK operation, it needed a partner to relocate the existing IT infrastructure to new offices and provide ongoing managed IT services to support both office and remote staff. Having reviewed proposals from four companies, Dako UK had no hesitation in asking EACS to deliver a managed IT service.

Employing more than 1,000 people and operating in more than 70 countries, Dako is one of the world’s leading companies in cancer diagnostics, developing, manufacturing and marketing cell-based cancer diagnostics for both clinical and research use.

Founded in 1966 and with its headquarters in Denmark, Dako supplies hospitals and research laboratories worldwide with the know-how, reagents, instruments and software to make precise diagnoses and determine the most effective treatment for patients suffering from cancer.

Following the disposal of a large proportion of its business about a year ago, Dako UK Ltd relocated its offices to Ely, Cambridgeshire. “This rationalisation meant that the UK operation no longer needed a permanent IT team,” explained Dako UK’s Financial Controller, Chris Spinks. “We have a centralised, IT department in Denmark that provides corporate IT services but in the UK we needed local support to ensure that our servers, network and lap-tops remained efficient and reliable.”

The obvious choice
Before the relocation to its new offices, Dako partnered with EACS as a one-stop-shop for the provision of hardware. This proven and successful relationship encouraged Dako to invite EACS, along with three other organisations, to submit proposals for the delivery of managed IT services.

“Having undertaken detailed evaluations of all four proposals, EACS was the obvious choice as our managed services partner,”

“EACS has set the standards for other managed IT service providers.”
Chris Spinks
Financial Controller
Dako UK Ltd.
added Chris. “We were already very pleased with EACS’ existing services, but their proposal demonstrated their knowledge, capabilities and competencies in delivering the type of managed service that we needed.”

One of the first projects was an office relocation as the rationalisation programme meant that the current offices were too large. “We commissioned EACS to relocate our entire IT infrastructure to our new premises,” continued Chris. “This critical operation included the reinstallation of our servers and networks as quickly as possible as we could not afford to have our infrastructure down any longer than necessary.”

**On time and to budget**

The relocation, which was completed on-time and within budget, demonstrated to Dako UK that they had made the right choice in selecting EACS as their partner. As well as providing ongoing maintenance and support for Dako’s server farm, EACS’s role has expanded to include Dako’s remote employees, ensuring that they receive the same high levels of support enjoyed by office-based staff.

“About two-thirds of our employees are field-based and rely heavily upon their laptops and our VPN network,” explained Chris. “EACS not only provides a help desk to assist all of us with hardware issues, more importantly they provide a laptop swap-out service and courier replacement laptops to our field-based employees if any hardware problem cannot be resolved over the phone.”

The replacement laptops are fully imaged and ready for use, ensuring that remote staff are inconvenienced as little as possible. The same courier collects the faulty laptop and returns it to EACS for diagnostics and repair.

Once a month, an EACS technician visits Dako UK to ensure that the server farm and internal networks remain at peak efficiencies. In addition to providing on-site maintenance and enhancement services, EACS also provides Dako with a guaranteed 4 hour response to ensure the integrity and continuous availability of the servers.

“Having worked with Dako UK strategically for a number of years we already understood their business processes and structure” added Mike Dearlove, Managing Director, at EACS. “Working as a trusted advisor to the business we aligned our core Managed Services proposition to suit Dako’s needs and added some innovative support services for remote users.”

**Setting the standards**

“EACS has stepped up to the mark and has successfully delivered the levels of managed services that we need,” concluded Chris. “They work extremely closely with us in the UK and have also liaised with our Danish IT department to ensure that our entire IT infrastructure remains reliable and available 24x7. They have set the standards for other managed service providers to achieve and have provided an efficient and effective service that has allowed us to focus our resources on our core business, safe in the knowledge that our IT systems are in good hands.”

**Benefits:**

- Cost and time savings — no need to employ, train and retain in-house IT resource
- Uninterrupted IT support 52 weeks of the year
- Employees able to concentrate on primary business objectives
- Simple IT budgets. Add new users to network at a fixed price
- Improved competitiveness through rapid adoption of new technologies
- Service levels measured against agreement. Penalties incurred by EACS if targets are not met
- Access to collective skill and experience of EACS engineers, available on–demand to smooth out peaks and troughs
- Flexible service options
- Access to third party expertise through EACS partnerships (Microsoft, Citrix, HP, NetApp, VMware, etc.)