

FIMAK Group procures new I.T infrastructure to support future growth

> ITSS Success Story

Fimak Group is a leading supplier of Personalised Plastic Cards, Smart Card Integration and Managed services in Ireland and the UK. Its subsidiary, Credit Card Systems Ireland (CCS), counts leading banks and financial services companies among its customers, as well as government and educational bodies.

Another subsidiary, Paper Dock, is a document and electronic content management solutions provider, specialising in the provision of high security services using Paper Dock data capture technologies and tailored Laserfiche Enterprise Content Management solutions.

With a fast expanding business and a recent major contract secured, Fimak knew it was time to expand and upgrade the IT Infrastructure that supported its Irish and UK based businesses.

"Our business relies on IT to ensure that our critical online web services to clients and our production facilities remain responsive, available and secure," said Peter Nesbitt, Director, Fimak Group.

"We had an infrastructure upgrade proposal on the table from our current IT Services supplier that leveraged technologies such as server clustering and virtualisation, and upgraded our data networks, but we felt that an independent view from Michael Hully at IT Solutions and Services (ITSS) would ensure that we were covering all the angles and achieving value for money."

With time pressing, due to the imminent implementation of the new contract, Michael entered into detailed discussions with Fimak, the current supplier and an alternative to review the business need and the proposals.

As a result of the exercise, ITSS was able to deliver a Recommendations Report that:

- Clarified areas of uncertainty around the business need;
- Identified an improved approach to delivering the necessary platform;
- Identified a number of previously unseen risks and filled the gaps;
- Reduced the software licensing and hardware components required;
- Gained agreement on an implementation plan that met the business need;
- Delivered improved product and service pricing;
- Saved £60K+ on the originally project proposal.

"ITSS provided an invaluable independent service between our business and IT suppliers, helping us to fully define the business need and making sure that we procured an effective new IT infrastructure whilst reducing business risk and saving over 40% in the process," commented Peter Nesbitt.

We are pleased to say that the new infrastructure project has now been delivered and is performing exactly as we had wished.

FIMAK

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