

Q&A with Integrex

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Company: Integrex

- **What were the reasons for choosing and implementing CentraStage?**

Integrex is an IT reseller that services the education market in and around Derby. The company works with approximately 15 schools within a 20mile radius of each other to monitor and manage the IT infrastructure.

In July, 2011, Integrex implemented CentraStage through Redstor in order to remotely monitor and manage around 1,000 devices.

The company chose CentraStage in order to achieve a smarter way of offering IT support in order to increase efficiency, reduce the physical time spent on site and pro-actively solve the IT issues schools had.

Prior to CentraStage, Integrex used a limited IT management tool which gave only remote access into school servers. Individual machine access was not possible, neither was total network management.

- **What benefits have you seen by doing so?**

Implementing a serious network management tool has had a range of benefits. For example:

- We are able to proactively solve problems before they occur
- The team is able to remotely audit machines in order to monitor for inappropriate content
- A number of device types can be monitored and managed such as PC's, servers, laptops and notebooks
- Hardware and software audits can happen instantly and automatically update

- **What does CentraStage now allow you to do that you couldn't previously?**

CentraStage was installed around two months ago. The benefits since installation have been considerable solving numerous IT issues before they have caused a problem which has interrupted teaching time.

- **How did CentraStage solve any problems, if any?**

Since installation, CentraStage has been a breath of fresh air throughout the company. The level of service we are able to provide has been revolutionised, school IT problems are solved before they are noticed and on-site maintenance time has been reduced.

Overall our customers are happier. Their IT infrastructure works better and with significantly less issues – meaning more time can be spent teaching, rather than fixing IT equipment.