

Who helps The Diocese of Bath & Wells reduce downtime and increase staff productivity...

we do™

The Diocese of Bath and Wells is one of 44 dioceses of the Church of England. There are 570 churches in the Diocese, organised into 490 parishes. Some 830,000 people live in the area served by the Diocese, and they employ about 300 clergy and other staff. The Diocese of Bath and Wells was formed in 909.

Deverill initially provided a 2 day detailed on-site health check and subsequent report. The result of which was to provide a fully comprehensive overview and review of the client's IT environment.

As a result of these investigations the following support services have been provided: Hardware Maintenance, Software Support, End User Support, Remote Managed Services and quarterly onsite engineering time.

Deverill Software Support is provided via the IT Helpdesk Centre in Poole, which manages and monitors the progress and performance of all customer support requests, including those of other third parties like specialist hardware maintenance contractors.

The Deverill Remote Managed Service (RMS) will eliminate up to 80% of emergency service calls. Comprehensive proactive system management can eliminate emergency system failures and the associated downtime and lack of productivity which comes with running IT under a reactive model.

These services are designed to increase system availability, reliability and efficiency, thus increasing staff productivity with a subsequent cost benefit.

"Having had three different computer support firms over the last four years, we want to be in a situation whereby we are not changing support firms every year. We want to build up a relationship with a pro-active firm who can sort out day to day problems and advise us on strategy and plans for the future development of our IT. We need a firm who can offer us advice on when servers, etc ought to be replaced"

Gill Davey, IT Manager



"We tried elsewhere and came back to Deverill as they are simply the best!"

Gill Davey, IT Manager

deverill™ we do™

Solutions, Support, Training and more...

For further information on Deverill Ltd or any product or service please contact us at:-

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