CMD RECRUITMENT
CASE STUDY

WHO ARE CMD?

CMD Recruitment are recruitment consultants with offices in Melksham, Devizes, Calne and Bath. Their recruitment service covers Bath, Swindon, Salisbury & the Wiltshire area.

THE CHALLENGE

As CMD continue to grow and operate across multiple sites, it became necessary for their IT systems to be maintained and supported on an ongoing basis to free up the internal team.

The IT systems had grown organically with the business but Operations Manager Dan and his team recognised that getting things right was important to support the continued expansion of the business.

THE SOLUTION

CMD adopted the full range of Systemagic's business technology solutions which has resulted in a much more robust, reliable and scalable IT system throughout the business. On top of ongoing maintenance Systemagic ensure systems are kept updated with the latest software patches and security updates, the CMD team now have access to Systemagic's helpdesk to assist with any questions or support queries, ensuring that they can continue working efficiently.

Microsoft's Office 365 package gives each user the latest Microsoft Office software suite as well as new collaboration software including Skype for Business. Emails were migrated to Office 365, resulting in a far more reliable, secure and scalable email solution.

As a recruitment company, telephones are absolutely key to making the business tick, so Systemagic's cloud-based business telephone system was implemented – both saving the customer money on rental and calls but also connecting all 3 sites to each other and offering great flexibility and scalability to support the business as it continues to expand.

To support these cloud data and telephone solutions each site had new Systemagic business internet services installed and configured with resilient connections and secure firewalls.

Working across multiple sites meant that cloud-based solutions fitted the business perfectly, so we implemented a number of technologies to help CMD operate as a single team. Data is now stored on a cloud-based data platform, enabling all users both at the offices and remotely to access data.

WE PROVIDED

- Ongoing strategic guidance

- IT Support & Maintenance

- Hardware & software procurement

- Cloud services including email, security and remote backup

'We decided to make the decision to move our IT and Telecoms provider to Systemagic a we were in the position of having multiple suppliers and wanted to create a one stop solution for the staff.

James and his team dealt with the transition well as we had a few obstacles along the way which were out of control, but we overcame them and they went above and beyond to ensure we had minimised disruption to the business.'

Dan Barfoot - Operations Manager, CMD

WHO ARE SYSTEMAGIC?

With 20 years experience in the industry we pride ourselves on Doing IT Differently.

At Systemagic we provide people-focused IT support, cloud and internet services with no long term contracts to businesses in Bath, Somerset, Wiltshire and beyond. We understand how vital technology is to your business and to the people involved in it. We take time to understand your business requirements and then provide tailored IT support and services.

SYSTEMAGIC
DOING IT DIFFERENTLY