

VISIT BATH CASE STUDY



WHO ARE VISIT BATH?

Bath Tourism are the official visitor information website and company for Bath and the surrounding area. As well as being the organisers of the Bath Christmas market and the Great Bath Feast they also provide news and information on accommodation, things to do, food and drink, shopping and so much more in and around the city of Bath.

THE CHALLENGE

Bath Tourism and Bath festivals brought both short and medium term requirements. The first task was to manage their relocation – from single premises to multiple sites, ensuring that IT downtime was kept to a minimum and that the busy Box Office and Visitors Information Centre was able to operate with as little disruption as possible.

Secondly the IT systems were very much in need of an overhaul as they were using old technologies and hadn't been maintained to modern standards. Security needed to be brought to the forefront and the businesses needed to be able to operate from multiple locations seamlessly.

THE SOLUTION

Systemagic relocated the entire IT system to two new locations over the course of a weekend, ensuring that existing infrastructure and equipment was set up ready for work to begin on Monday, and new equipment was installed and configured. With clever project management this was executed with almost no downtime for staff despite emails and data still being on old internal servers.

In phase 2 of the project, Systemagic implemented Microsoft's Office 365 packages resulting in each user benefiting from the latest Microsoft Office software suite as well as new collaboration software including Skype for Business. Emails were migrated from the existing internal servers to Office 365, resulting in a far more reliable, secure and scalable email solution and this move was again done with almost no downtime for staff thanks to Systemagic's tried and tested email migration processes.

Finally, regular security audits now ensure that the businesses are up to date with modern security standards and their networks are kept safe from external threats. Updated internal security software and network policies further protect users and their systems, and email spam/virus filtering adds to the protection. Ongoing system maintenance performed by Systemagic's team ensures that systems are constantly kept up to date with security patches and software updates.





WE PROVIDED

- IT Support & Maintenance
- Hardware & software procurement
- Cloud services including email, security and remote backup
- Security auditing and strategic reviews
- Office relocation
- Data migration to the cloud

WHO ARE SYSTEMAGIC?

With over 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.

