

## Building a solid IT infrastructure with AGL



Located in London's West End, AGL is a commercial property consultancy offering the full spectrum of property services, with an applied specialism in retail. They are a team of industry specialists and chartered surveyors who have built up a solid client reputation in the market. Their business operations rely on a solid IT infrastructure to deliver a premium service to investors.

AGL contacted Ratcliff IT following a personal recommendation when going through a difficult period with their previous IT support provider. From the outset, Ratcliff IT started the process of getting to know the AGL business, how they work and how they operate, so they can recommend the right IT solution for the business. ***"The good thing about a small local company is they can get to know us and understand how we work, which always helps to solve any issues very quickly."*** comments Robert Cooper, Director, AGL.

Following a detailed assessment of the business and systems in already place, Ratcliff IT recommended starting a new system, building their IT foundations from the ground up. New servers and networks were set up to create a pristine environment, with a complete business migration across to Office 365. This provides AGL with the latest Microsoft Office software, business class email with archiving and compliance features. The Office 365 email migration took place over a quiet period to ensure minimum disruption to the business during the transition. ***"The Office 365 migration went smoothly without a hitch. There was barely any downtime during the process, which was a surprise. Once set up, the team at Ratcliff IT helped us to adjust to the new system."*** states Robert Cooper, Director, AGL.

The IT system at AGL is maintained and proactively monitored by the IT support team at Ratcliff IT, providing a fully managed service, as if they have their own IT department at the end of the phone. ***"The team at Ratcliff are always jolly, smiley and helpful. They are very responsive which is a refreshing change."*** comments Robert Cooper, Director AGL.

Ahead of the July 2016 deadline, Ratcliff IT upgraded all Windows desktops to Windows 10. Upgrading before the deadline reduced IT expenditure for AGL and having the latest Microsoft operating system provides the business with an added level of protection against IT security threats.

***"Ratcliff provide us with a great personal and professionally managed service which is not expensive when compared with other providers in London. I would highly recommend them."*** Concludes Robert Cooper, Director, AGL.