



Case Study: Waverley Borough Council



**Adapto's expertise
and knowledge singled out
in valued partnership**

Adapto

Over the past twelve months there has been a huge shift as more and more organisations have been forced to move to remote working for most of their workforce. This has led to an even greater reliance on the use of technology to facilitate this. One sector that this is particularly evident in is local councils where having a reliable and trusted IT provider has become more important than ever.

Headquartered in Godalming, Surrey, Waverley Borough Council, is one of England's 192 district councils and Jamie Hill is its IT Infrastructure Manager. District & Borough councils don't typically have the depth of inhouse IT expertise enjoyed by their County Council counterparts. This is certainly the case for Waverley so having IT infrastructure services support from public sector specialist Adapto is highly regarded.

Adapto provides consulting, design, implementation, and support services to IT infrastructure with specific expertise in the public sector. The company is built on building strong partnerships with the industry's leading technology companies to deliver innovative,

flexible, solutions which provide real and measurable benefits to their businesses.

As Infrastructure Manager, Jamie is responsible for providing IT for its 500+ users which includes 57 councillors. Here Jamie shares how the council's relationship with Adapto began:

"We have been working with Adapto for over twelve years having been introduced to them by a neighbouring local council where the team had been working. Adapto came in for a small project and we haven't looked back. We're a relatively small IT team so ultimately there is only so much you can know. We tap into a lot of Adapto's expertise on a great many of our IT infrastructure and service projects in particular those that are in VMware environments."

VMWARE UPGRADE SUPPORT

Most recently Adapto supported Waverley Council with an upgrade to its VMware environment which saw it go from HP Blade to rack-mounted systems.

“Adapto analysed the current environment, specified all of the hardware providing three options on how to move forward in the most efficient way,” explains Jamie. “Adapto looked after all the configuration and migration including storage integration ensuring the project was smoothly handled from start to finish.”

IMPORTANT ASSET

“We treat Adapto as one of the key tools in our armoury. As a team they have an incredible depth of knowledge and we can call upon Adapto for a second set of eyes on projects. We know what we’re getting with Adapto and we have never had any issues,” adds Jamie.

Mark Royds is one of the Adapto team that regularly works on projects with Waverley and who Jamie singled out for particular praise: “Mark is the fountain of knowledge; he knows so much and what he doesn’t know he quickly finds out and implements.”

Waverley also uses Adapto for project scoping, “we know that if send a project scope to Adapto it will be reviewed, and a recommendation will be quickly provided. Adapto is also vendor agnostic so we know that we are getting an optimum opinion rather than being forced to use a

supplier because they must. Furthermore, if it’s not something they can support with then they will connect us to someone that can.”

ADAPTO INVESTIGATION AND ANALYSIS

Another area where Adapto provides support in for investigations, Jamie cited a particular instance where Adapto quickly resolved an ongoing issue. “We had a server that was regularly grinding to a halt and we had exhausted our time or the skillset to know what was causing the problem. Adapto quickly dialled onto the system, did some analysis provided evidence of the problem and we could then quickly resolve it with the vendor. Put quite simply Adapto are a real value-add and an extension to our team here at Waverley.”

To conclude Jamie summed up this valued relationship:

“Adapto bridges our knowledge gap and we know we can count on the team to have the expertise and a willingness to get the job done. And if there is a stumbling block, they always know what’s possible and will come back with a resolution. It’s a much-valued partnership and one that’s held in truly high regard here at Waverley.”

ABOUT ADAPTO

We provide consulting, design, implementation and support services for your IT infrastructure. Employing a small, friendly, highly skilled team of experienced consultants, we deliver fit for purpose solutions based on your specific business requirements, on time and within budget. At Adapto our aim is not to sell you specific products, but to understand your business requirements and work with you as a trusted advisor to provide innovative, flexible and reliable solutions to your problems.

We adopt a project based approach, working within a structured delivery framework to ensure the successful implementation of quality solutions and services. Working with our methodology, we consistently deliver solutions that are well designed, built right and supported effectively. We have a wide range of customers across the public and private sectors including local government, NHS, legal, telecoms, media, transport, education and charity.

Our focus is on leading edge solutions incorporating virtualisation, storage, business continuity, security and networking.

