

Q&A with TME

Name: Tony Ford
Title: Managing Director
Company: TME

- **What were the reasons for choosing and implementing CentraStage?**

Based in Somerset, TME are an ICT support and service organisation that looks after schools throughout the South West. The company work with over 300 schools, the majority of which are primary schools.

In June 2011, TME implemented CentraStage through Redstor to help manage over 2,000 customer devices, these include PC's, servers, notebooks and laptops.

Tony and the team implemented CentraStage in order to be increasingly proactive rather than reactive. Prior to CentraStage, the team at TME mainly used RDP to manage devices remotely.

RDP is not a monitoring tool and only works on one device at a time. It gave no indication of issues occurring; no reporting and software deployment had to be done on a per machine basis.

- **What benefits have you seen by doing so?**

Since implementing CentraStage, we have seen a number of benefits. Of all the advantages we have gained, time saving is the biggest one as we are now able to deploy new software remotely, saving hours of on-site installation time.

Dealing with schools means that teacher's laptops remain at home for over 14 weeks per year. During this time it is crucial they are regularly updated with new software such as security patches. CentraStage allows us to do this and ensures laptops are maintained and remain fully operational.

- **What does CentraStage now allow you to do that you couldn't previously?**

CentraStage offers numerous benefits, namely remotely deploying and installing software has been a huge advantage for us. Proactively monitoring our customer's IT infrastructure has also been excellent as we are now able to react to problems before they become an issue.

- **How did CentraStage solve any problems, if any?**

The two main issues we had were i) pro-activity – we were constantly on the back foot reacting to issues rather than proactive solving them, and ii) time management, as we spent a lot of time on-site completing installations.

CentraStage has solved both of these issues and has been a huge help. Although we have only worked with the solution for a few months we are actively looking to roll this out to other customers due to its success to date.