

**Case Study  
Overview:**

Imtex supply on-going  
Managed IT Service  
and Server upgrade.  
Benefits include:

Remote Monitoring -  
24 x 7 monitoring of  
systems, includes:  
Anti Virus  
Backups  
Disks  
Error logs

All support included  
All Telephone,  
remote and on-site  
support is included

Server upgrade to  
support new  
database with remote  
access to sales team

Supplier management  
Imtex deals with  
other suppliers.  
BT, Internet provider  
Hardware manu-  
facturers

**Client**

Oscar Group Ltd  
Kiln Farm, Milton Keynes  
**01908 260333**

**Case Study Areas:**

Business Server, Server Upgrade  
Managed IT Support Service

**Issues:**

Oscar Group's existing server had no support for the remote sales team or PDA/phone access to emails. Their main database application upgrade also required a more powerful server.

**The solution**

Imtex have been providing IT Support to Oscar Group through the Managed IT Service for several years. So when Oscar Group required an upgrade of their IT systems Imtex were on-hand to guide them through the process.

Imtex supplied a new server running Small Business Server, so Oscar Group also benefited from the remote access features, enabling them to support a sales team working remotely across the country.

Their remote workers can now access their email, calendar and contacts through a web browser, PDA Phone, as well as remotely on their laptops. The office can also track individuals movements through the shared calendar features.



[www.oscargroup.co.uk](http://www.oscargroup.co.uk)

**Client Details**

"Oscar Group has been delivering Graphic Arts solutions for 20 years with great and creative marketing tools such as info carte®

We have the latest digital equipment delivering high levels of service and print with an environmental conscience that doesn't cost the earth!

Leading edge technologies have been critical to every facet of our business and our service to our customers. We have depended upon Imtex for many years to provide the skills and support for our demanding IT department.

We are grateful to Imtex for a very successful overall upgrade this year. Their support has been valuable in the move to mobility, flexibility (remote access) and better communication with our customers."

- Peter Nash, Managing Director

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