

pulse
contact services

company was founded in May 2008 by a management team with extensive experience in the customer service sector and has aggressive growth plans.

Pulse is a new player in the field of outsourcing providing multimedia contact centre services for enterprise B2B and B2C organisations. Its offerings include technical, customer and sales support and business process outsourcing. The



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The Challenge

To provide an IT infrastructure that could provide a solid backbone for the company's operations, providing the security, flexibility and agility needed to deliver its advanced services and support business expansion.

- ◆ To support the delivery of web, server-based and desktop applications to 35 users with easy expansion to accommodate a growing business.
- ◆ To combine the delivery of Microsoft Office applications in a Terminal Services environment with a critical telephony application to run locally.
- ◆ To mitigate the security risks and management involvement of deploying a PC environment, whilst recognising the limitations of running applications locally using thin clients.

Sean Cloake, Managing Director explained "As a start-up company the ability to scale our resources is essential. Our chosen IT system had to allow us to manage systems, users and applications in line with our constantly changing business."

The Solution

The Cranberry Smart Client was selected as the desktop of choice to provide:

- ◆ The flexibility of a PC
- ◆ The security of a thin client
- ◆ An easy platform to allow for business expansion
- ◆ Reduced desktop support
- ◆ A small desktop footprint
- ◆ Low energy consumption, therefore reduced carbon footprint

Cranberry's central management software provides every aspect of control and administration of each Smart Client, peripheral support and application management.

"The Smart Client fits perfectly with our needs giving us total control over the IT environment whilst being able to deliver essential applications to the desktop", said Martin Wilmore

Cranberry's management software allows Martin's team to automatically provision new Smart Clients. Devices are unpacked and simply plugged in to the network at the user's desk – the required configuration and applications are then automatically deployed quickly and easily from the central management server. All updates can then be controlled centrally by Martin's team using the management software.

The Benefits

"The simplicity of deploying a Smart Client is a major plus point for us. As we expand we know that we will be able to easily extend our desktop infrastructure without taking up valuable IT resource or impacting the productivity of our employees. In my experience a PC installation can take up to four hours per device, a Cranberry Smart Client can be connected and up and running in minutes," said Martin Wilmore.

"We have already seen considerable return in terms of installation time savings and flexibility with the decision to standardise with Smart Clients," added Sean Cloake.

"The Smart Client is a compelling business computer. It reflects the way our business is evolving, providing us with the ability to expand our workforce quickly and easily. We are really pleased that we selected the Smart Client, it provides the perfect desktop technology choice for agile and growing businesses."



For more details or to arrange a consultation, please contact:
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