

### A long-term relationship

**For the last seven years, environmental and occupational hygiene and safety consultancy Envirocare has been using Cosurica for all its IT consultancy and support. By working in partnership, Cosurica has helped created the right foundations for Envirocare to deliver the optimal level of service in global environmental testing.**



Bradford-based Envirocare has a solid reputation in the environmental health sector. Having been in business for over 23 years, the company holds the enviable position of being one of the UK's leading UKAS and MCERTS accredited Environmental and Occupational Hygiene & Safety Consultancies.

With a portfolio of blue chip clients including Nestlé, Parker Hannafin and 3M, the company offers a wide range of environmental monitoring and assessment services, such as air quality and odour monitoring, noise measurement and Stack Emissions Monitoring for regulatory compliance.



Envirocare's team of specialist consultants operates on sites around the world, so the continual review and upgrade of its IT systems have been vital to its operations. Its IT partnership with Cosurica began in 2010, when Managing Director, Tony Smith contacted Cosurica after he'd received feedback from the Envirocare team that the company's IT was performing poorly.

"We'd had a Microsoft Small Business 2003 server installed a few years earlier," says Ray Pullen, the company's Technical and Quality Manager, "but during the installation it hadn't been configured for remote access. That meant our consultants had to return to the office before they could input data into spreadsheets and write up their reports. This resulted in a slower service for our clients and poor efficiency on our side. The problem was exacerbated further on international site visits."

After reviewing Envirocare's existing hardware and scope specification, it was found that much of the company's software had become dated. Cosurica worked with Envirocare to define its requirements, producing a report of recommendations that would give the directors complete clarity of the investments that needed to be made. With the scope of work approved, Cosurica successfully configured the existing Small Business Server so that the consultants could work effectively from home or on client sites. A Draytek Vigor router was installed to facilitate secure virtual private networking. Cosurica also supplied and installed several new Dell laptops and desktops with Microsoft Office software licences, which brought modernisation and standardisation to the company, whilst balancing quality and cost.



***“It was clear straight away that Cosurica were bringing real value to the company through their knowledge and experience,” says Ray. “Its consultants spent a considerable amount of time and effort examining our issues to identify the most cost-effective ways to address them. Other IT companies wouldn’t have shown that level of care and probably wouldn’t have agreed to help us without us having a huge hardware budget. I was so impressed with their support that I asked Cosurica to become our remote and telephone IT support service provider, which included management and maintenance of the Small Business Server.”***

In early 2012, with the original Small Business Server coming to end of life, Cosurica recommended that Envirocare replace it with Small Business Server 2011 on new hardware, together with an uninterruptible power supply. Cosurica planned the migration, then supplied and implemented the new server hardware and software with minimal interruption to the business.

Cosurica also recommended that Envirocare migrate its email service to Office 365. This has given remote workers greater freedom to access their email from any location.

### **Bringing connections up to speed**

In 2015, Envirocare turned to Cosurica to help the company upgrade its broadband. The existing connection, a BT ADSL line, was providing a slower than satisfactory upstream speed of just 0.8Mbps, creating a major barrier to using online applications.

With telecoms available through its own service offering, Cosurica arranged for Envirocare to have a cost-effective fibre-to-the-cabinet (FTTC) connection installed. “As our existing IT provider, asking Cosurica to provide our broadband made complete sense,” says Ray “afterall, they already knew our infrastructure and our company history well, so we knew they’d understand our business needs better and get us the most appropriate connection package and contract. Using Cosurica also meant we wouldn’t have to deal with a big unhelpful telecoms company, or spend hours talking to people in call centres. The biggest benefit was the peace of mind of knowing we could leave it in their hands to sort out, with no risk of any unexpected downtime.”

 Microsoft  
Surface



***“Throughout our trusted seven year relationship, we’ve come to depend on Cosurica to keep us on top of developing technology. We are very careful with how we invest money, but Cosurica has lent us products such as the Microsoft Surface Pro and Surface Laptop, so we can test them out in the field before we decide to buy. They’ve always been very helpful in ensuring we make the right IT purchases. That, in combination with their responsiveness and personal service, means we’d never look to move our IT support elsewhere.”***



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