



“We Have Never Had A Situation When We Could Not Get Hold Of Someone To Help Us.”



Operating from offices in Farnborough, Shield Security Services Ltd provides tailor-made security services to its clients. These include: mobile patrol services; personnel for functions and events; mobile emergency response; CCTV remote monitoring; and risk assessment surveys.

“We had a long history of running Novell but needed to switch to Microsoft because of current trends, and we needed a company that could help us do that. Ziptech held our hands all the way, enabling a smooth, efficient transfer between the two platforms. They were there at every turn and ensured that there was never any danger of the changeover interfering with operations.”

Shield Security Services Ltd service director Bipin Joshi

24/7 Service

As a 24-hour company, it is imperative that Shield Security Services Ltd can:

- **Guarantee its customers uninterrupted service, day or night**
- **Get instant access to all necessary information**
- **Have complete confidence in the stability of its IT systems.**

Therefore it could not afford the risk of its operations being disrupted during the switchover from Novell to Microsoft, so needed a supplier who could make the transition as pain-free as possible. Because the company works with sophisticated electronic equipment – CCTV, alarms, audio warning systems etc – it also needed a supplier that could respond swiftly in the event of problems or malfunctions. Ziptech came in, conducted a survey of software and hardware and implemented a disaster recovery plan – vital for reassuring Shield Security Services Ltd’s customers and providing constant and reliable ongoing support.

On the same page

Shield Security Services Ltd considered six different possible suppliers before settling on Ziptech. So what swung it for them? “We were looking for a company with a similar culture, and Ziptech fitted the bill. We liked their approach. They took the trouble to understand our business, and they work really well with our internal IT Control room Manager,” says Bipin. Ziptech’s remote access facility, adds Bipin, also worked in their favour, not to mention the company’s swift service. “If an alarm goes off in the middle of the night, we need information very quickly,” explains Bipin. “We have never had a situation when we could not get hold of someone to help us. If anything happens, Ziptech engineers are on the case immediately.”

A real partnership

By using Ziptech, Shield Security Services Ltd now has:

- **A trusted partner who works along side their own staff**
- **Better control of their business**
- **Reassurance that their IT systems will not let them, or their customers down**

Piece of mind

In summary, since drafting in Ziptech, Shield Security Services Ltd enjoys the sense of security that comes with knowing that its IT infrastructure is effective and reliable. “Everything’s really efficient now,” concludes Bipin. “We’ve got better control of the business, we’ve seen a massive improvement in our diary management, and we can access data much more quickly. This has given us an overall reduction in wasted man hours, and gives us more time to concentrate on serving our customers, and growing the business. Also the security of our own staff is very important, so reliable information and communication is vital. It has all given us great peace of mind.”



Shield Security Services Ltd service director Bipin Joshi (right) with Kul Thapa operations director (left)

“I would definitely recommend Ziptech – no hesitation. They are a genuine partner and great to do business with.”

Bipin Joshi
Shield Security Services Ltd

FREE no obligation Traffic Light audit

Shield Security Services Ltd benefited from having an audit completed before they made a decision – you could benefit too. The audit highlights any issues in a simple **Green, Amber, Red** “Traffic Light” format and provides you with a fixed price quotation for your IT services.

To find out if your business would qualify for a free no obligation audit call Jim Simpson on **0845 1233 942** or email him at jsimpson@ziptechservices.co.uk