

## Case Study

### IT Infrastructure & Support

Mobilewave offer a broad range of mobile technology solutions and their work encompasses both strategic acquisitions as well as delivering on brand engagement – all supported by their own mobile technology platform.

### The Challenge

Mobilewave is a dynamic mobile solutions company whose employees are based and travel globally so there was a need for the following:

- 1) A fully managed server solution
- 2) Remote access
- 3) Server and desktop support

### The Solution

Minervia supplied and installed a dedicated server in its secure hosting facility for Mobilewave, with ample server space and exchange server facilities, the server is fully managed by Minervia's technicians, backups are also maintained by the support team. Minervia also provide software patch management to the server. The server has secure remote access via VPNs to ensure all traffic is encrypted.

The users whom are based globally use a variety of platforms from Windows 7 to Apple Mac OSX which are supported via secure remote assistance, using a dedicated portal Minervia's technicians are able to service the device having issues be it a desktop PC or even a mobile device (such as android or iOS).

### The Outcome

As Mobilewave have been a long standing client, a high amount of trust now exists between us, this has enabled Mobilewave to concentrate on its core business model whilst Minervia are left to ensure the server infrastructure is always up and operational and are available to Mobilewave employee's 24/7.

*"Mobilewave have been a client of Minervia for some considerable time and have found their service to be both technically superior and rapid, two very important traits in an IT support group. Minervia is a very professional team of specialists"* **Mobilewave**