

ICC
GROUP
Making IT Happen

Case Study



CORDANT



The Challenge

Initially Cordant Group had an aging estate of NetApp storage that was becoming expensive to manage and maintain using original vendor support agreements. Cordant Group was looking for an organisation with UK wide coverage to take the task on for supporting these platforms including hardware devices and the NetApp Storage stack.



Information

[Cordant Group's](#) slogan is 'we're here to improve society; person by person'. Founded in 1957, Cordant initially established itself as a leader in the security services. The business has grown over the years and now provides recruitment, cleaning, security and technical services to public and private sector companies in the UK. They connect organisations with talented people to meet their changing needs.

In over 60 years, Cordant employ around 125,000 staff each year working on behalf of more than 5,000 clients across a broad range of industries and specialisms.

ICC provide onsite hardware support on NetApp Storage solutions, and HP server estate support across the UK and mainland Europe.





The Solution

ICC have worked alongside and supported the Cordant Group for over 3 years. During this time, we have provided onsite hardware support on their NetApp Storage solutions across the UK. In addition to the hardware support, ICC have provided support on the NetApp software stack both remotely and onsite. We have also supplied additional storage shelves for the NetApp estate.

More recently, Cordant have extended the scope of the contract to include support for their HP server estate within the UK and mainland Europe.

- Onsite hardware support on NetApp storage
- Remote and onsite support on NetApp software stack
- Ad Hoc token based support service
- Supplied additional NetApp storage to extend capacity
- Support on HP server estate
- Provision of onsite IT Engineering resource for moves and changes

In addition to providing these support services ICC are now providing additional engineering resource to the Cordant Group for structured cabling services.



The Result

ICC have built a strong relationship with Cordant over the past 3 years. With dedicated account management and an excellent helpdesk support service, ICC have provided Cordant with a flexible support contract which has been tailored to their needs and requirements. The scope of the support contract has increased over the years to include additional maintenance which required multi-vendor expertise and industry leading experience.

What makes ICC stand out to Cordant Group?

- Flexible SLAs, customised services and support to suit our needs
- Multi-vendor accredited and experienced engineers
- Outstanding 24x7 Helpdesk support
- Inventory distribution centres with parts in stock and ready to ship
- Dedicated account management and a single point of contact

"Service Desk and Account Management response is paramount to any business, ICC have always delivered throughout our relationship. ICC are classified as an extension to the Cordant central IT team which is a clear indication of a partnership, rather than just a supplier."

Christopher Woolfenden,
IT Infrastructure Manager, January 2021



About ICC

Established in 1998, The ICC Group is a global and independent IT solutions company, providing a comprehensive, customer focused service to the SME, enterprise and public sector markets. We are platform agnostic: we have strategic partnerships with Tier One vendors, and we supply and support their latest servers, storage and related infrastructure to ensure our customers get the best possible solution for their requirements and the best possible return on their investment.

The ICC Group are committed to investing in resources, facilities and employee training. Our engineers are manufacturer accredited providing maintenance and repair services of leading multi-vendor technology. We firmly believe that commitment to excellent customer service at high levels is essential. We are ISO 9001, ISO 14001, ISO 20000-1, ISO 27001 and Safe Contractor accredited. These certifications ensure that we actively strive for continuous improvement and drive quality assurance for our customers.

Our mission is to provide our customers with professional IT solutions that complement their business requirements and exceed their expectations.



Locations

ICC is a multi-national company with over 21 years of industry experience, our head office is in Wetherby, West Yorkshire and we have offices in the South East, Midlands and Glasgow. Our offices are strategically located so that we can service our customers quickly and efficiently, offering reach throughout the UK under the strictest SLAs.

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