



Think4

Complete IT Solutions

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>Think4 case study: The Police Superintendents' Association of England and Wales We talk your language.



>**The background:** The Police Superintendents' Association of England and Wales represents 1600 senior police officers in the 43 Home Office Police Forces, British Transport Police, Civil Nuclear Constabulary and Isle of Man Police in the rank of Superintendent and Chief Superintendent.

The association's members are the senior operational commanders and managers delivering local policing, specialist investigations and operations and support services within police forces.

The association has three objectives:

- > To lead and develop the police service to improve the standard of policing in our communities
- > To provide support and advice to members regarding conditions of service, health and welfare
- > To contribute and influence policing policy and practice at the national strategic level

The issues:

About 4 years ago the association was looking for a company to manage their network IT services.

The operation is relatively straightforward but the association was looking for someone they could trust and had the experience, knowledge and skills to manage the network remotely but importantly they also wanted to work with an IT service provider who would not baffle them with technical jargon.

"In short we wanted an expert who could talk to us in plain English," explains Sarah Gibbons, Communications Manager at the Superintendents' Association.

Paul Glass of Think 4 successfully pitched for the work.

The results:

Think 4 provide 24/7 support for the association's IT needs. In technical terms these are relatively straightforward. For example, Think 4 performs remote fixes and updates to the network. When required engineers also work at the headquarters in Pangbourne.

There is a 6-strong team there and a similar number also works off-site, at home or elsewhere, or have the potential to do so. Each member of the team - whether in Pangbourne or offsite - has been granted access to the network that is bespoke to their individual requirements.

The association also holds an annual conference each September when the national office decamps en masse to a hotel - in 2009 its in Warwickshire.

The conference arrangements for more than 250 association members, as well as guests from the Home Office and other police organisations, are run from the hotel. Each year Think 4 is on hand to ensure the association's office systems - laptops, printers and so on - operate smoothly from the conference venue.

"We know that we can call on them for help late on a Sunday and that they will quickly be on hand to help sort out any difficulties that arise," says Sarah.

They say:

"Would we recommend Think 4? Absolutely! They offer a reliable and friendly service. They do what they say they'll do when they say they will. And the best part is that they don't ever try to baffle us with science!"

>About Think4

Think 4 works with businesses throughout the UK and holds accreditations with many of the worlds leading IT firms such as: IBM, HP, Lenovo, NEC, Cisco, Microsoft, Sophos, Ericom, Igel and many more. They offer free IT Health Checks to business with between 1 and 50 computers.

For IT support that talks your language contact Think4 IT Solutions Ltd on 01706 693 700 or e-mail: info@think4itsolutions.com