

About the Project

Gateshead Council provides local government services to over 200,000 people in the North East, consisting of finance, business, schools and more. As a public sector organisation with varied services, the reliability and security of their Unit4 ERP system is critical. Alongside regular local authority operations, Gateshead Council also supports a separate instance of Unit4 ERP system for local Academies.



The Journey with QuickThink Cloud

Seeking technical assistance with their on-prem hosting as well as upgrading their Unit4 Business World system, Gateshead Council were recommended QuickThink Cloud by a partner service. Since the initial consultancy and support, QuickThink Cloud have further facilitated the Council, guiding migration of their system to the QuickThink Cloud, due to complete in Winter 2020.

Additional to the Gateshead Council Unit4 system instance, the Council required a separate instance deployed in the cloud for local Academies to access as part of their Academy Schools Project 2016. This means the Academy system can be independently managed outside of the Council and tailored to each customer, while maintaining system effectiveness. Both instances are supported technically by QuickThink Cloud with disaster recovery and business continuity arrangements too.

QuickThink Cloud Services

Facilitating internal teams with day-to-day system management as well as larger technical migrations and hosting, QuickThink Cloud ensure optimum system availability and performance for the Council.

+ Technical Managed Service **+** Upgrade Consultancy **+** On-prem Hosting **+** Cloud Migration **+** Cloud Hosting

Outcomes

Project Timescale Met

Gateshead Council were able to rapidly deploy their Unit4 ERP system to the cloud within budget and 12-week timescale due to QuickThink Cloud's responsiveness, expertise and proactiveness; significant for IT effectiveness as well as local reputation.

Security Assured

With QuickThink Cloud providing rapid issue resolution and proactive communication with Gateshead Council's project team, the Council's internal team can rest assured their Unit4 system is monitored and secure.

Internal Team Support

The administration team at the Council benefit from QuickThink Cloud's responsiveness and flexibility, ensuring business continuity with a well-developed relationship. Technical issues are not only resolved instantly, but also explained in an understandable, approachable manner, encouraging knowledge transfer between the Council and QuickThink Cloud.

"The professional credentials of QTC are beyond question. They continually demonstrate a superior level of customer care, service, knowledge, availability and reliability. Working with QTC allows us to deliver with confidence multiple Agresso systems with optimum performance, resilience and flexibility. Their issue resolution and problem solving is truly refreshing in addition to just getting the job done and delivering, quietly and confidently."

Lesley Armstrong
Systems Accountant

