

CASE STUDY



COMPANY
Prism Electronics



INDUSTRY
Manufacturing



NUMBER OF EMPLOYEES
50+



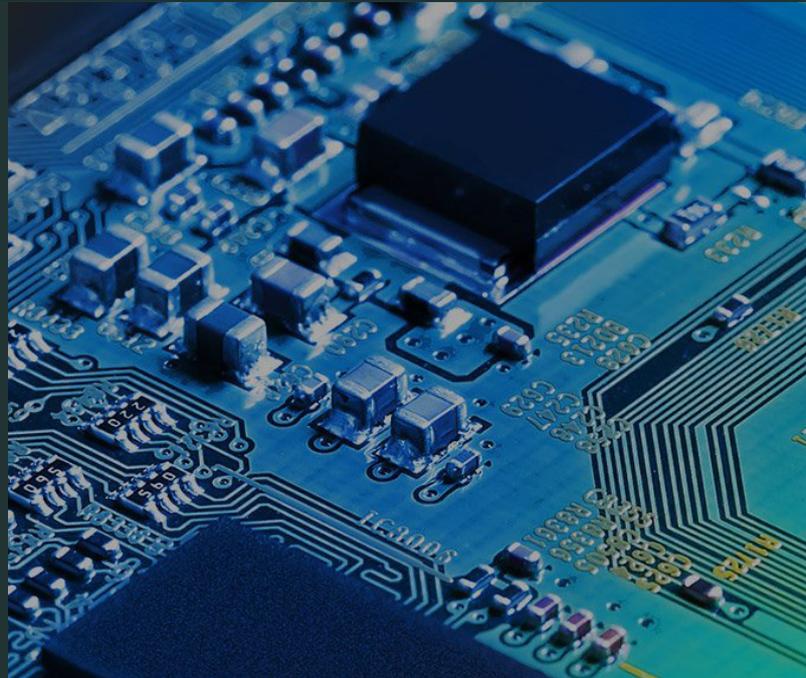
THE PROBLEM
Current technology was beginning to restrict ability to tap into opportunities quickly, strategically, and effortlessly, and was not configured for remote working



THE SOLUTION
A new on-premise server for business-critical IT, plus Microsoft 365, cloud-based productivity tools and the latest backup



TECHNOLOGIES APPLIED
SYSPRO 8 ERP, Microsoft 365 including Power Automate and custom backup



Prism Electronics are turnkey manufacturers and assemblers of printed circuit boards, with over 25 years' experience servicing a global clientele. Delivering complex and operation-critical products to demanding sectors including medical, telecoms, transportation and security, Prism has built a successful business on the principles of trust, precision, and added-value.

For many years, Starcom has been part of this vision, delivering managed IT services including backup and email hosting. Thanks to a strong relationship, built up over a number of years David Aspinall, Prism's Managing Director, was invited to Starcom's exclusive Security Lab event at Silverstone - as a VIP guest no less- and set the wheels in motion for a significant IT transformation project.



“I have always been very involved with IT infrastructure within the business – taking the time to understand the details and spotting where IT could be working harder, and of course passing these benefits on to our customers” says David. “Attending the Security Lab was a fantastic way to hear expert insights and the latest developments”.

The event solidified the foundations of an infrastructure upgrade plan to include SYSPRO 8 ERP, which David was already advancing. “Although our previous version of SYSPRO was working reliably and there was no acute problem to cure, I was aware that Prism was beginning to miss out on the opportunities afforded to us by more modern solutions” David explains.

With the insight of the event front of mind, Prism briefed Starcom to deliver an integrated IT solution utilising SYSPRO 8 that would deliver enhanced security, efficiency, productivity, and continuity capabilities. The objective was to futureproof Prism in a changing digital landscape and enable the business to tap into opportunities quickly, strategically, and effortlessly.

CASE STUDY



Starcom put forward a project plan which began with architecting and deploying a new resilient on-premise server to host SYSPRO 8 and integrate with existing critical on-premise IT. Following this, Microsoft 365, cloud-based productivity tools and the latest backup software were implemented before SYSPRO 8 itself was installed, tested and made live.

“The project was completed on schedule and successfully, but of course, there were obstacles”, David recalls. “We navigated third party delays without impacting launch, which goes to show the value in realistic backup plans and flexible approaches. Adept planning by experienced people is fundamental to meeting expectations, and Starcom are fantastic at that”.

Microsoft 365 has proven extremely valuable and Prism continue to utilise extra features, such as workflows, made possible with cloud technology. The vital business continuity tool has allowed Prism’s office-based colleagues to work remotely without delay and stay connected during the pandemic, too. As David says himself, “what has happened only validates further the importance of being proactive with technology and futureproofing”.

Starcom went the extra mile to ensure confidence in the solutions put forward, making it possible for Prism to test recommended software. “What really stood out for me was Starcom’s flexibility and transparency”, says David.

“I am very engaged with how IT impacts the business, so being able to explore software independently and have sensible conversations with people who genuinely understand and will give honest answers, is very important. Starcom will put forward bespoke variations of a solution to meet our requirements, budget and timelines, which in a world of rigid bundles and one-size-fits-all packages, is refreshing and something I appreciate”.

From start to completion, the project took six months – a huge success for both parties - Prism have already begun scoping cybersecurity projects with Starcom. David summarises: “It’s not just IT for me. I view this project as a critical step to protect and grow Prism’s business, and with it be able to face current and evolving threats to continuity of operations with absolute confidence that Prism will remain strong and ready for the future”.