



Overview

Royal Armouries (International) Plc was incorporated in 1993 as the private sector partner of the Trustees of the Royal Armouries in a flagship leisure PFI arrangement. The project delivered the construction of a new national museum, and relocation to Leeds of an internationally renowned collection of arms and armour.

Royal Armouries (International) Plc have since established a reputation as one of the region's leading corporate hospitality providers and prestige leisure destinations. Supported by a focused strategy of quality customer care, the venue hosts in the region of five hundred different events, and provides hospitality to approximately ninety thousand corporate guests per annum.

The Problem

Royal Armouries (International) Plc infrastructure was originally controlled by the Royal Armouries Museums IT department - which is a separate entity to the Plc. The workstations were old and information management, Internet access, Email, Anti-Virus and Backups were all controlled by the Museum.

Problems experienced by the Plc included:

- No control over IT strategy and planning in relation to their individual needs
- Museum staff were not obliged to communicate maintenance work that may result in down time
- The IT policies in place were in accordance with Government policy, which was not always flexible enough for a commercially aware organisation such as the Plc
- Plc staff were unable to deal effectively with IT issues as they did not directly employ any IT staff



The Solution

Alpha Omega Computers Ltd were appointed by the Royal Armouries (International) Plc in November 2000 with a view to managing the existing IT infrastructure and to evaluate how this could be advanced in an innovative manner to suit their unique needs.

In April 2001 a comprehensive upgrade and standardisation of all systems was completed. This delivered an independent infrastructure for the Plc that enabled a versatile "hotdesking" environment - flexible network access to individual users from any internal desktop - with automatic user setting recognition.

Throughout the implementation, AOC managed negotiations with the Government funded Royal Armouries Museum regarding the removal of the infrastructure from the existing system and other IT suppliers.

In July 2003 a further major enhancement to the systems was implemented, this facilitated remote network support access by Alpha Omega staff enabling them to login and provide remote support services from any location in the country. Around this time Ian Tattershall, Managing Director of Alpha Omega Computers was recruited to the advisory panel as Technical Consultant to a new web project.

Client Reference

"I was impressed with Alpha Omega's professional approach. They understood we are not technically minded and did not baffle us with jargon! The company personnel went out of their way to explain aims and objectives in plain English and gently guided us through each project phase. Since appointing Alpha Omega we have virtually eliminated down-time and this has undoubtedly increased our productivity levels. I would not hesitate to recommend Alpha Omega Computers".

*James V Vincent, Managing Director
Royal Armouries (International) Plc*



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