

INSANELY GREAT!

# AA Media

## Comprehensive Mac support contracts

When the AA were looking for comprehensive Mac support for their office in Basingstoke, they came to us. We put together tailor-made support contracts for both their Mac hardware and Adobe publishing software to help minimise IT downtime.

Ian Little, the Digital Product and System Manager of the AA's media wing, first called us in 2011, looking to improve the level of IT support they were receiving at the time. Ian spoke with Brett Luczko about the kinds of services we offer, and he suggested the AA would benefit from a tailored contract covering repairs and technical support. Our Head of Service Delivery for IT Services, Martin Stinchcombe, then arranged a time to visit the AA for a more in-depth chat about support package options, and find out exactly which elements they would need.

### Maintaining a large Mac estate

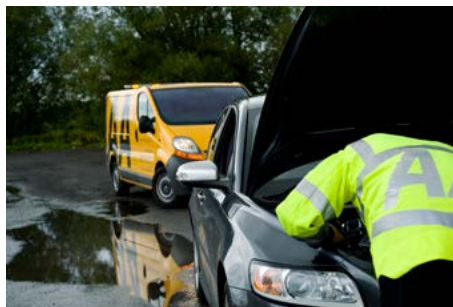
Having worked with a previous company for some time, Ian understandably had a few concerns about moving the AA's Mac support services. "Initially, we were a bit nervous," he said. "The existing provider had been maintaining our large estate of around 100 Macs, and we needed to make sure the transition would be as smooth as possible."

Martin suggested a contract that would cover them for remote support of their Mac hardware, Mac OS X software and Adobe software deployment. The remote support would mean our tech team could log on to the AA's systems remotely to make diagnosing problems more straightforward. For more hands-on support, the package also included one day's onsite support from one of our IT specialists per week, where any specific issues could be resolved in person.

Since making the switch, the AA have received an improved service with a guaranteed one hour response time from their dedicated email contact, and four or eight hour break-fix times on all hardware. Crucially, they've also made a saving against their support budget, which has been a real boost for them in the current economic climate.

### Software licensing and Mac hardware

After being impressed with the level of support they received from Jigsaw24, the AA have now become a loyal customer, and come to us for a range of hardware and software, including the latest Mac machines and Adobe software. We recently worked with them to roll out a large deployment of Adobe's Master Collection and Design Standard software through Adobe Volume Licensing. They're also covered for free updates to any new versions of the software with Adobe Upgrade Plan, giving them more predictable budgeting.



### In a nutshell...

#### Who are the AA?

The AA (Automobile Association) are the largest vehicle services company in the UK, providing breakdown cover, insurance and lessons to millions of drivers.

#### What did they need?

They were looking for an improved level of IT support for their Mac suite at their office in Basingstoke.

#### How did Jigsaw24 help?

We provided a contract that would cover them for remote support of their Mac hardware, Mac OS X software and Adobe software deployment.

#### What were the benefits?

An improved, better value service with a guaranteed one hour response time from the dedicated email contact, and four or eight hour break-fix times on all hardware.

“Working with Jigsaw24 has been a great experience. They made the whole transition process stress-free and, since we've had our support contracts, I've had peace of mind knowing the business has engineers that are just a phone call or email away.”

Ian Little **Digital Product and System Manager, AA Media.**

For more information about how your business can benefit from our support services, get in touch on the details below.

Want to find out more?

Call: 03332 409 321 Email: [sales@Jigsaw24.com](mailto:sales@Jigsaw24.com) Visit: [www.Jigsaw24.com](http://www.Jigsaw24.com)