



Decreased incidents and attacks on servers and improved productivity, the key to ensure the proper functioning of your IT infrastructure

There are no doubt, we feel that the success of our clients is our success, since we contribute our grain of sand in solving some of those problems that have prevented it from taking off towards success. Leitat, the Catalan Technology Center of reference, a member of TECNIO and recognized by the Ministry of Economy and Competitiveness, whose objective is to collaborate with companies and institutions adding technological value, contacted with Ilimit in search of managed services, for the management of all its enormous IT infrastructure. The requirements that they asked for were the following:

- Identify corporate IT needs in all Work Centers and analyze them to propose more efficient solutions.
- Improve the level of internal customer satisfaction in the use of IT systems.
- Manage information security and minimize the impact of external attacks such as DDoS.

Once their needs and interests are known, we sit down in a meeting to prepare the strategy to follow in order to provide a solution to them. So what we did was the following:

- Execute an internal audit to analyze the IT system and provide planned solutions.
- Review and update the help desk management processes and monitoring of the indicators.
- Renew all the server and storage infrastructure of the internal Data Center.
- Improve backup systems and firewalls.

Having outlined the strategy to follow, we got down to work achieving a significant decrease in incidents on servers with 24/7 services and improved productivity. We also achieved an improvement in the internal customer experience in terms of help desk incident resolution time and quality of service, as well as a new security policy and disclosure of good preventive practices against cyber attacks.

Carlos Gimeno, Strategic Planning Director:

"From Ilimit we highlight the reliable management of our IT with responsibility, professionalism, security and global vision."

From Ilimit appreciate trust placed in us and we hope to continue growing with more collaborations with companies like Leitat.