



OVER 20 YEARS OF EUROTECH IT SUPPORT FOR MICRO PRECISION GEAR TECHNOLOGY

Aerospace engineering company Micro Precision Gear Technology Ltd has employed Eurotech Services to manage and maintain its IT infrastructure for more than two decades.

Eurotech has maintained a comprehensive IT platform for its customer throughout this period, working within a specialist design and manufacturing environment, where the cost of failure or downtime could be extremely high. Highly engineered parts are produced for exotic machines, ranging from the latest generation of aircraft to Formula One racing cars. Consequently, products and services provided by Eurotech have to be not only robust and dependable, but also allied to the very latest technology in order to maintain a competitive edge.

With its own established strengths ranging from the provision of IT and managed support services, to the supply of desktop computer systems, network equipment and file servers, Eurotech has fully played its part in the commercial growth and success of Micro Precision. Consequently, when Micro Precision was purchased in 2013 by Rexnord, a leading industrial corporation with operations in many spheres worldwide, Eurotech remained the company's IT partner of choice.

Investment from the new owners has recently made possible a complete IT infrastructure upgrade, ranging in scope from the installation of new Cisco switches and gateway units to the reassignment of IP addresses for each network device. Further work has included the installation of a NetApp and VMware cluster with the deployment of Symantec AV, plus version upgrades to MS Windows 7 and Office 2013, all providing seamless compatibility with Rexnord's wider corporate systems.

Giving his verdict on more than two decades of Eurotech support, IT and purchasing manager at Micro Precision Shaz Rahman says, "Our IT partner has always done a good job for us. Whenever we contact the helpdesk, we find that 99.9% of the time Eurotech starts dealing with an issue in less than five minutes, and if they can't fix it remotely, they'll be on site within the hour. This reliable speed of response is absolutely crucial to our business, because we depend on our IT infrastructure every single minute of the day."

For its part, Eurotech takes pride in being the company's exclusive IT supplier, and Shaz attributes the enduring success of this professional relationship to human factors, "It's about a high calibre service. We're on first name terms with Eurotech staff and that kind of personal touch is important in business. I also particularly like the foolproof 'dashboard' system that they display in their office. So we know we're in safe hands and that Eurotech always has its eye on the ball."



"99.9% of the time Eurotech starts dealing with an issue in less than five minutes"

Shaz Rahman

IT and Purchasing Manager

Micro Precision Gear Technology is a specialist in the design and manufacture of precision gear, splined and threaded components. Based in Hemel Hempstead, the company has exhaustive testing facilities, high-precision assembly services and machine tool sales.

With 83 employees, Micro Precision has been in business for over 30 years and is a trusted supplier of subcontract parts production and complete engineering work to some of the highest profile commercial engineering operations in the world.

Eurotech Services, founded in 1984, is an established IT company specialising in Managed IT Services, support and maintenance, computer systems and servers, networking and business IT consultancy. They provide the best solutions to IT problems, meeting deadlines and budgets whilst priding themselves on technical excellence, customer satisfaction and quality products.



5 Marchmont Gate, Boundary Way
Hemel Hempstead, Herts. HP2 7BF

☎ 01442 217099

✉ sales@eurotechservices.co.uk

🌐 www.eurotechservices.co.uk