

# SCARECROW BIO-ACOUSTIC SYSTEMS IMPROVE NETWORK PERFORMANCE AND BENEFIT FROM STRATEGIC IT CONSULTING SERVICES



**Scarecrow Bio Acoustic Systems Limited has been producing bird dispersal systems of the highest technical standard for airfields and surrounding areas since 1985.**

**Scarecrow also employ the same technology to disperse nuisance birds in hundreds of farms across the UK, Holland, France, Germany and Greece as well as landfill sites, docks and marinas.**

The company's core products include Ultima, Premier, Compact, One-Shot, Marina, Patrol 2 and Goose Patrol. All of these are bird dispersal products employing bio-acoustic technology, completely harmless to birds and very effective in clearing nuisance flocks.

With a UK Head Office in Uckfield, East Sussex, Scarecrow employs 12 staff with a number of remote users across the UK.

## Project Summary

**Industry:**  
Humane Bird Dispersal

### Challenges:

- Variable level of IT support from incumbent hosting partner
- Lack of strategic IT advice and technology road-map
- Address 'Technology lag' with existing IT systems
- Bring IT systems back in-house for greater control and management
- Regularly update company website and ensure secure web hosting platform

### Solution:

- SP Manage** - Tailored System Professional IT Managed Services Contract
- SP Monitor** – Server monitoring during business hours
- SP Resolve** - Diagnosis and fault resolution of IT issues
- SP Consult** - Access to pool of Technical Consultants for project work at no extra cost

### Benefits:

- Immediate network performance and application delivery improvements
- High quality onsite and remote IT support provision
- Proactive monitoring of business-critical systems and servers
- Assurance and peace of mind around data integrity and backup process
- Strategic consulting and technical advice to enhance business IT function

MANAGE

::

MONITOR

::

RESOLVE

::

CONSULT

## Project Overview

System Professional were originally invited to meet Lee Pannett (Operations Director) and Mike Ziolek (Group Commercial Director) from Scarecrow to discuss their future IT plans, business strategy and need for a reliable IT support partner.

Lee and Mike explained that Scarecrow used a hosted Microsoft Small Business Server system which was managed remotely.

Due to some issues with the incumbent support partner, they were looking to terminate the existing IT support arrangement and were interested in companies who could provide a more responsive, reliable and flexible IT support service.

There was a subsequent data migration from the hosting partner to the new SBS 2008 environment at the Scarecrow Uckfield Head Office. As part of this process, System Professional's technical team also helped with the transition of Scarecrow's Microsoft SharePoint systems to the Uckfield site.

System Professional ensured a seamless data and systems transition prior to the new service contract start date.

Dealing with the incumbent support partner and associated vendors was highlighted as a key part of transition process by Scarecrow and this was closely managed by System Professional. The technical project team ensured the contract termination was closely monitored and managed correctly, with no service disruption to the Scarecrow users.

The SP Resolve service includes Remote, Telephone and Email Support and full access to the System Professional IT Support helpdesk, Monday – Friday, 9am – 5.30pm.

This enhanced IT support contract now covers annual web hosting and website updates, user and server based support, annual server rental, Microsoft applications support, network infrastructure and internet support, along with a comprehensive remote access diagnosis and resolve service.

Mike Ziolek, Group Commercial Director of Scarecrow Bio Acoustic Systems Limited expressed his satisfaction with the new IT outsourcing arrangement. "Since changing to System Professional as our IT support provider earlier this year, we have been delighted by the quality and breadth of service received. They remotely manage our IT systems and provide an excellent help-desk service for our internal and remote users. They have also impressed with the speed and efficiency of their onsite technical assistance and more recently with some bespoke web and application development. We look forward to developing a long-standing relationship with the System Professional team."

As Dan Elson, System Professional's Managing Director explained "Scarecrow are a great customer. They produce truly innovative technology solutions and are a real UK success story. Most importantly they are a really good team of people to work with and our relationship has flourished."

## "We have been delighted by the quality and breadth of service received"

Mike Ziolek, Group Commercial Director

Following a number of discussions with Tarquin Dunn and Dan Elson from System Professional, Scarecrow appointed System Professional as their new IT support and managed services partner.

During the planning phase, it was deemed essential for Scarecrow to ensure a robust remote access solution was installed for their remote workforce. As a matter of priority, System Professional helped with a new VPN access solution, configuration and installation.

## Solution

During the initial transition phase, System Professional helped Scarecrow with the purchase and installation of a new Windows Small Business Server 2008 (SBS 2008).

System Professional now support the entire Scarecrow IT and business operations, including the Microsoft SBS Server, all desktop / laptop users, various printers and all 3rd party vendors.



## About System Professional

Formed in 2003, System Professional Ltd offers a range of IT Support and Technical Consulting Services. This includes remote and onsite IT Support, Virtualisation, Storage, Backup and DR solutions.

With a Head Office in East Sussex, System Professional supports a customer base across the UK.

For more information go to [www.sys-pro.co.uk](http://www.sys-pro.co.uk)



## About Scarecrow Bio-Acoustic

Scarecrow Bio Acoustic Systems are based in Uckfield, East Sussex and have been trading since 1997. The company is a world-leader in the development of bird dispersal products employing bio-acoustic technology, completely harmless to birds and effective in clearing nuisance flocks.

For more information go to [www.scarecrow.eu](http://www.scarecrow.eu)

For more information please get in touch:

---

[www.sys-pro.co.uk](http://www.sys-pro.co.uk)  
[info@sys-pro.co.uk](mailto:info@sys-pro.co.uk)  
Telephone: +44 (0) 1825 830000  
Fax: +44 (0) 1825 830001