



# Akhter Case Study – RMAS Sandhurst

The Royal Military Academy Sandhurst in Surrey is where all officers in the British Army are trained to take on the responsibilities of leading the soldiers under their command.



## Akhter provided goods and services to “Project RMAS Sandhurst”

Akhter Computers plc supplied 820 Acer Iconia W510P Tablet Computers including a managed service option for the Officer training Academy at Sandhurst (RMAS). The Tablets were issued to cadets to allow them as part of their training access to the Defence Learning Portal.

Prior to deployment and as part of the process, Akhter in consultation with the Army developed a “Tablet Image” that contained all the necessary applications that was needed for the cadet training. The MDT image was then deployed to all units prior to deployment.

Following the deployment of the 820 Tablets, Akhter were responsible for the day to day management of the units remotely using the Microsoft Intune Cloud service. This allowed the deployment of Microsoft Windows updates, application updates, new antivirus definitions files and device monitoring. All Tablets are managed via the remote Akhter / Microsoft Intune Cloud Service. Real time monitoring of the devices guaranteed maximum benefits to the cadets.

During the 3 year contract, Akhter are responsible for providing a SPOC for help desk support, service queries, hardware warranty support during normal business hours and extended telephone support for cadets outside normal business hours.

Regular monthly reporting against SLA and quarterly service review meetings are held to ensure that the service supplied always meets customer expectations.

## About Akhter Computers Plc

Akhter have been supplying goods and services to the NHS, Education & Defence Sectors since 1979 and are a MoD top 50 supplier. Akhter has developed a range of flexible managed IT Support Services to help you meet compliance, support delivery of business objectives, mitigate risks, reduce costs and improve performance while protecting your existing assets, long term IT resource and people investments.

