

# CASE STUDY



Sector: **Healthcare**

Technology:

**Full IT Support, Sage 50, BatchRecorder**

**Vapotherm UK Ltd. Is part of an international company based in the USA. Although it has support from the USA the UK company based in Edinburgh needed an IT support company in the UK to cover the hours outside US working hours, 5 hours behind. Aston Berkeley also supported Vapotherm throughout COVID when the company was at the frontline of the pandemic with their respiratory machines. Aston Berkeley is able to fit seamlessly into the US office's IT support for Vapotherm UK ensuring expertise and reliability for their IT systems is guaranteed.**

Vapotherm equipment provides respiratory support for spontaneously breathing patients from premature babies to Covid patients in over 40 countries, 2,200 hospitals and to 3.3 million patients over its 20 year history.

Andrew Morely, founder and managing director of Aston Berkeley says; "We will assist the USA IT operation and UK offices with any issues including the use of MAC and laptop for users who work remotely out of the office. We ensure the UK has as little downtime as possible, even if they have an issue and manage upgrades and new equipment. For example, Scotland is soon to acquire a new Meraki router and we will travel up to Edinburgh to install and monitor the router and test all the equipment is optimised. We are on hand when they need an onsite visit or support remotely." He adds; "Our SLA's are normally dealt with straight away and we monitor this relative to our expected service level agreement of 2 hours, in working hours and x hours outside these."

Elaine Verth, UK operations manager said: "Here at Vapotherm we rely on full IT support for whenever we have a technical problem. We urgently needed to find an IT company based here in the UK as our internal IT support was provided from the USA and due to the amount of time difference took a while. We needed support quickly and came across Aston Berkeley who were willing to help and support our systems. Their knowledge of Sage 50 has been brilliant and even though we are based in Edinburgh they are happy to come and see us for any on-site visits. Keep up the fantastic work AB!"

[Vapotherm | Innovative Technology for Respiratory Care](#)

PHOTOS



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