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Karen Maidment
Operations Manager
HP Managed Services

Hamilton Rentals supports HP Managed Services and Land Registry in exhibition success

Established in 1862, Land Registry is the government department responsible for maintaining the Land Register for England and Wales. Land Register Online is Land Registry's new online service and, at the BBC Good Homes Show, the new service was demonstrated live to the public for the first time.

HP Managed Services manages and supports Land Registry's distributed IT infrastructure across 26 sites, providing security infrastructure for the new online service. Working together, Hamilton Rentals and HP Managed Services delivered and supported a total infrastructure solution to enable Land Registry to demonstrate Land Register Online at the BBC Good Homes Show, The Royal Show and The Great Yorkshire Show.



“Land Registry asked us if we could build an Internet café on their stand at the BBC Good Homes Show to enable them to demonstrate their online service in a live environment,”

explains Karen Maidment, Operations Manager, HP Managed Services. “This was the first time we’d been asked to assist Land Registry with an event, so we called on Hamilton Rentals, an established HP partner that supplies IT rental equipment and has a specialist event management team, to work with us on Land Registry’s stand at the BBC Good Homes Show.”

Liz Aelberry, Press and PR Executive, Land Registry, takes up the story: “Prior to the show, HP Managed Services and Hamilton Rentals held meetings with us to discuss the scope and specification of the systems we required. Owing to their high-level technical skills and experience of working on exhibitions, the HP and Hamilton Rentals team was able to offer lots of advice and good ideas. Following our initial discussions, they designed and subsequently supplied the complete infrastructure solution for the Internet café, which incorporated plasma screens, PCs and Internet pods.”

‘HANDS ON’ SUPPORT

“The support provided by HP and Hamilton Rentals before, during and after the show was invaluable. They developed good working relationships with other suppliers involved with the stand and worked alongside our stand builders to set up the equipment and ensure that it all worked efficiently. HP and Hamilton Rentals then remained onsite for the duration of the show to provide ‘hands-on’ support.

“Successfully running a live system on an exhibition stand can require a high level of technical support and, throughout the show, Hamilton Rentals’ dedicated team of experts, with the in-house HP and Land Registry support, ensured that Land Register Online was up and running at all times. Consequently, the whole event was a great success. The public’s response to Land Register Online was very positive and we were downloading an average of 90 PDFs an hour, which was far more than we’d originally anticipated.”

COPING WITH CHALLENGING ENVIRONMENTS

“Based on our success at the Good Homes Show, we then engaged HP Managed Services and Hamilton Rentals to provide the IT infrastructure and support for another two major events – The Royal Show and The Great Yorkshire Show. In both cases, our stand was housed in a marquee in the middle of a field. This created several new challenges for the IT support team, including coping with heavy rain and power cuts and ensuring the physical security of the equipment on the stand.

“Again, HP and Hamilton Rentals gave us excellent support and advice, including the provision of HP hand held computers that allowed us to demonstrate Land Register Online whilst walking around the showground. They also provided a solution to the power supply problems we experienced at the show, which will be useful for future outdoor events that we attend as well.

“Nothing was too much trouble for the Hamilton Rentals team. They even gave us help and advice on matters that were totally outside their technical remit, such as helping to choose the best stand location.

“We’ve already engaged HP Managed Services and Hamilton Rentals to provide IT services at several further events this year, as well as another three major consumer exhibitions next year. I wouldn’t hesitate to recommend HP and Hamilton Rentals and we’re looking forward to working with them again in the future.”

ENHANCING HP’S CUSTOMER RELATIONSHIP

Karen Maidment adds: “Working with Hamilton Rentals has enabled us to fulfil a new requirement for a valued HP customer, by helping to broaden the scope of our offering to Land Registry. Hamilton Rentals paid attention to even the tiniest of details and always went that ‘extra mile’ to ensure that we could deliver the highest levels of service to our customer.

“Their team understood exactly what was required, the environments they were working in and the security issues. They also recognised the importance of helping to maintain and enhance HP’s reputation and relationship with the customer. The fact that Land Registry has asked us and Hamilton Rentals to work with them again for future events speaks volumes.”



“Although Hamilton Rentals is a long-standing HP partner, the BBC Good Homes Show project was the first time that HP Managed Services’ Land Registry team had worked with Hamilton Rentals.”

“They not only displayed outstanding IT and event management expertise but their team’s interpersonal skills were also superb. The excellent working relationship we’ve developed with Hamilton Rentals is helping HP Managed Services to satisfy our customer’s requirements, professionally and efficiently.”

Karen Maidment
Operations Manager
HP Managed Services

“We have enormous respect for the HP Managed Services team. They show genuine commitment to meeting their customers’ requirements and they have the technical expertise and project management skills to make sure that they deliver on their promises.”

“Land Register Online is an innovative new service that offers significant benefits to users. At Hamilton Rentals, we are pleased to have played a part in helping Land Registry and HP Managed Services to demonstrate this valuable service to the public.”

Jim Butler
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