



Case Studies

MELLER LIMITED

CASE STUDY



BACKGROUND

Meller LTD provide design, project management, cost management and delivery of large commercial building projects. With clients including Heineken, Heinz, the NHS and North Notts College Meller have been involved in the delivery of some high-profile projects including work on the Queens Medical Centre Nottingham.

WHAT WAS NEEDED

In short the IT needed a refresh. Computers seemed to run slowly with people sat waiting for screens to refresh and load. Things 'glitched' regularly and staff were getting frustrated.

Meller use a piece of software called 'Workspace' which is critical to their business. Workspace was being updated and the new version simply wouldn't run on the equipment that they had.

Whilst undertaking this vital update to their technology we also identified that the business was using old versions of Microsoft Office which would soon go 'end-of-life'. This presented a possible security problem in the near future.

This was a good opportunity to move to Microsoft 365 and take advantage of the added features. This would improve collaboration (especially with remote working) and help individuals be more productive.

ACHIEVEMENTS



We installed new servers running the latest software, which allowed us to install the latest version of Workspace with all the newest features.



The companies email was moved from the old system into Microsoft 365. 365 was installed for everyone in the business. We then showed people how to fully utilise all of their new software, especially Microsoft Teams.



Meller can now use the very latest version of Workspace. Their new servers have 'future proofed' the business for further updates for a number of years.



The new systems are smoother, faster and experience vastly reduced problems – this has increased productivity and staff are happier.



Teams is now being used as the main communication and collaboration tool. Remote working has been simplified.



WHAT MELLER THOUGHT

"Your IT have provided IT support to Meller for over 10 years, and we trust their knowledge and advice. So, when we needed to upgrade our main project management system this required a well-managed plan to provide a new server install, prior to the software upgrade.

The new server, software upgrades and data transfers were carried out successfully during the COVID-19 lockdown period with minimal downtime to the business.

The new server and software had an immediate positive impact to the way we communicate both internally and externally with clients.

Your IT successfully supported Meller through this major IT upgrade."

“Fantastic Company. Have made a huge difference to our company in the ever evolving world of IT. Cannot recommend enough, fast, efficient and above all else very human!”



Alan McNulty
Director - Sheff Med

“Very happy with the service provided by Your IT Department. They have consistently been prompt, professional, knowledgeable and always on-point. They are a friendly team who I highly recommend”



Alex Blackwell
HR Generalist - PCE

“We have been supported by Your IT for many years and the service has always gone above and beyond. They have taken the time to get to know our business and be proactive in suggesting improvements to our systems. We moved to a remote platform many months ago, so when Covid 19 hit we were completely equipped to continue working, regardless of where we were based. This meant no disruption for our business. We had our usual service queries during the Lockdown but there was no difference in response or service from the support team.
Completely satisfied!”



Nicola De Lucis
Director -
Personnel Solutions Midlands
Limited

A.M. NORRIS

CASE STUDY



BACKGROUND

Based in Leicestershire AM Norris are one of the Midlands leading plumbing and heating companies and pride themselves on high levels of service and attention to detail. They currently work in the new-build, domestic and light-commercial sectors of the industry and specialise in renewable energy installations.

WHAT WAS GOING WRONG

The company had a number of SIM only contracts, but these were unmanaged. Nobody had a real handle on who had which SIM. Administration was a nightmare each month with separate bills.

Each contract was for a minimum period of 12 months, meaning if staff left the business continued paying for the remainder of the contract.

Some users were going over data allowances and incurring significant additional charges

ACHIEVEMENTS



We took over management of the SIMS, putting everyone on 30-day rolling contracts with 1GB of data.



We provided an additional fixed pool of data which could be used any user.



A single monthly bill from a single source was provided and AM Norris knew that any issues would be dealt with by the same team that looked after their IT.



Administrative time has been cut down significantly. The Senior Management Team have been able to request further information on individuals mobile usage and get exactly the information they required on each bill.



The data pool has ensured that nobody has gone over the data allowance, eradicating these charges. The shared data pool has also meant that bills for low data users have been lowered

WHAT A.M. NORRIS THOUGHT

“We were delighted that Your IT were able to offer us such competitive pricing for our mobile sims, but it was the ‘extras’ that really swung it for us!

Having our technology partner manage the solution has not only made things easier from an administrative point of view it is also saving us money with nobody now going over data allowances due to the data pool.”

“The team at Your IT deserve praise for ensuring that we were already prepared for remote working prior to COVID-19. Once we knew that the office had to close they were on hand to support with all our needs and ensure a seamless transition.

We have been lucky that our operational capability has not been dented by home working – however this has depended on reliable IT infrastructure and a responsive support team. We are delighted with the service Your IT have provided to keep our business moving.”



James Higgins
Founder & Partner -
Ecuity Consulting

“Our firm have been with Your IT for a few years for support now and I’ve been very impressed with their service. They often go above and beyond and they have shone during the pandemic, which must have been a very testing time for them.

Recently I had an issue which needed resolving and Adam called me back late in the evening to enable me to remote work during these difficult times. Total trooper.”



Matt Munroe
Finance Director -
AR Demolition

“I have no hesitation in saying Your IT did a wonderful job in assisting us through the transit from office to home working for our staff. It all happened very smoothly and support since then has been excellent with no change in service levels detectable.”



Julia Betts
Owner - Juila T. Betts

LURO ELECTRICAL

CASE STUDY



BACKGROUND

LURO Electrical Ltd has been trading since 2011. Starting out as 'two men with a van', the business has grown exponentially since then. Now operating as a £3m turnover business, with more than 20 employees, an East Midlands-based head office and a brand-new fleet of vans.

When they first started out, LURO focused on domestic electrical repairs, maintenance and install.

Over the years, work has moved to commercial schemes and housing, delivering programmes of work in partnership with large contractors, and directly for corporate clients.

WHAT WAS GOING WRONG

The business was continuing to grow and wanted some help with their IT. They had a couple of specific problems they wanted to sort out.

Files were kept on peoples own computers. It was difficult to work together on a file and people struggled to find documents that others had created.

There was also a risk of losing files if somebody had a problem with their computer because they had no backups.

ACHIEVEMENTS



Luro were looking for something low cost and simple that could grow as they did.

They decided on our Your Office Solution with some cyber security 'extras' including a proper backup solution.



Your Office solved the problem of not being able to work on files together. They now have SharePoint to store all their folders were everyone can easily find them and Teams were they can work together on documents in real time.



Your Office is also very flexible, with a simple fixed price per user. This means Luro can add extra people as they grow.



The whole system is now more secure. And should they have a problem at any point they have a really effective backup in place



Luro now have a single place to keep all of their documents. This can be accessed by all staff from anywhere with an internet connection. They can now all work together much more easily. The whole solution can grow with the company as they get bigger



WHAT LURO THOUGHT

"We were looking for an IT solution for our rapidly growing business that could grow with us and that is exactly what Your IT gave us. They listened to our every word and created a solution based on our needs and didn't try to overcomplicate or oversell the product.

From initial assessment to installation and set-up we felt we received an exceptional service; we look forward to working together going forward."

“Your IT provide us with total peace of mind. They are always there at the end of the phone for us. Staff are very friendly and go above and beyond, even working over holidays and weekends to resolve issues. Your IT made the change from our old provider very smooth and we weren’t tied into a long initial contract which gave us confidence that the sales pitch wasn’t going to be the best bit!”



Heather Mariott
Accounts -
Rachel Ellen Designs

“We love the ease of use with Your IT Department. We just pick up the phone and have small issues dealt with straight away. They provide a great service and keep us updated on any outstanding issues. I honestly believe you’d struggle to beat Your IT for customer service.”



Bill Eaton
Managing Director -
Eaton Electrical

“Just a quick note to say thank you to you and your team for the support over the last few weeks.

Being honest I was worried going into the WFH situation that one area we would struggle in would be IT and general comms, but the processes, tech and software you’ve helped us put into place have coped well so far, touch wood!

Had a full team catch up today and no issues which tells the story.”



Richard Whittle
Director - Protolan



ALL ABOUT BRICKS

CASE STUDY



BACKGROUND

AAB are the UK arm of Dutch brick manufacturer Rijswaard Baksteen and are supply partners of Egernsund Tegl, Mora Ceramics and Celina Klinker. This allows AAB to offer designers and purchasers unique benefits when selecting bricks from our vast range.

WHAT WAS NEEDED

All About Bricks, a long standing client of Your IT, recently undertook a office move to new premises at Unit 10 Maisies Way, South Normanton, Alfreton, DE55 2DS.

The move required our involvement to move the IT equipment and ensure that the office was fully operational when AAB moved in. This involved our Project Engineer working over a weekend to ensure minimal downtime, starting the work on Friday evening and completing on Saturday.

ACHIEVEMENTS



We completed numerous enabling works prior to the move and minimised what had to be completed on the day. This was excellent as it reduced stress and risk of system issues.



We worked closely with the phone provider to ensure both systems worked flawlessly together, with great success



We also integrated a new telephone system from a third party, and hooked up the new audio visual equipment in the conference and meeting facilities.



The work we carried out included moving all network infrastructure including a server, firewall and switches. There were a number of desktops to move and configure. The work was finished ahead of the time frame originally set out.



WHAT ALL ABOUT BRICKS THOUGHT

"We have used Your IT for a number of years. Following recent expansion of staff and IT resource I would say they were key to establishing the business demands and defining a route that worked best for us, both on cost and time. Often this was counter to our initial instincts but time has proven their strategy correct and beneficial on both points."

“Your IT Department has helped us with all our IT needs for many years and now they are installing a new phone system. They work tirelessly to meet our demands. They are professional, supportive and we have an excellent working relationship with them. We would highly recommend Your IT Department for all your IT needs.”



Sally Marsden
Purchasing Manager
- A.M Norris

“We appreciated the prompt site visit. Our printer has been playing up for a long time now which becomes extremely frustrating when it impedes you from carrying out what should be quick office duties in a timely manner. We were therefore really pleased that you took the time to come out to us to sort it out once and for all so quickly.”



Rebecca Dowdeswell
Founder -
nkD()

SILICONE ALTIMEX

CASE STUDY



BACKGROUND

Silicone Altimex Limited was established in 1976 as a manufacturer of silicone tubing and other rubber components for several markets in the UK. Since that time, the company has extended its capabilities and evolved into a leading supplier to medical, pharmaceutical and high technology companies worldwide.

WHAT WAS NEEDED

Staff were frustrated with slow computers, the Technical Manager was having sleepless nights about the server, and he didn't know if the backups were working – he did know they were causing the server to crash!

The server was causing issues for users, was 6 years old and was running on an outdated Operating System. The Technical Manager had concerns about business continuity. There were also several older PC's running Windows 7 on the network, which could create security and productivity issues.

Finally, we discovered that the current backup procedure was not fit for purpose. It was not easily visible to the Technical Manager and was difficult to manage. The solution was also causing the server to crash and take the network down.

ACHIEVEMENTS



It was vitally important that the client knew what was being done, when it was being done and how much it would cost in total. Over the course of several planning meetings, we arrived at an agreed Project Plan and Project Budget with the client.



The client had decided to replace all old PC's. New Windows 10 machines were installed, and Windows 7 eradicated from the network.



The old server was replaced with 2 Dell PowerEdge 740 Servers. We migrated systems and used virtualisation and load balancing to spread the workload across the two servers. In the event of a server failure the second server can be used to control all virtual machines. The new infrastructure provided increased resilience and a business continuity solution.



The final stage of our solution was to move backups to our fully managed solution. This gave us full control over the management of the backups and the ability to provide the Technical Manager with all the information and reporting required but removing his need to manage the solution himself.

SILICONE *altimex*

WHAT SILICONE ALTIMEX THOUGHT

"One word would be seamless, another would be professional! I know most people would look at the project and say it was easy but that would be so wrong!

Your IT Department approached the project in a logical organised manner and did not underestimate where potential issues might occur. There was no hesitation when the time came to make the change as they were fully prepared with alternative solutions if issues occurred.

Weeks on after the project I am so happy as I now know we have a robust server and back-up system in place. Thank you Your IT Department, we are in control again! "

“Since we partnered with Your IT we’ve been really impressed with their response times and their ability to resolve most queries over the phone. They provide us with regular updates whenever they are working on anything and discuss alternative solutions if any issue cannot be resolved immediately. We’d recommend Your IT to any small business, their staff are great, very friendly, no problem is too small or too big to them and they respond quickly to all of our queries and problems.”



Helen
Office Co-Ordinator -
Polytan

“Communication was great and even though the issue took quite a while to resolve, Your IT kept trying to help and talked me through to find a resolution.”



Nikki Musgrove
- All About Bricks

“Again first class service, professional and quick, couldn’t ask for more! Without this efficient service we could have lost many hours of down time.”



Chris Gueffier
- NBV Enterprise
Solutions



ROWES PRECISION PRODUCTS

CASE STUDY



BACKGROUND

Rowes Precision Products (ROWES) are turned parts manufacturers based in Derbyshire in the East Midlands. They manufacture precision turned and machined components, offering a 'sub-contract machining service'. The company has its main site in Derbyshire and another in Leicester

WHAT WAS GOING WRONG

The IT used by Rowes staff was described as 'sluggish'. A lot of time was spent waiting for things to happen and the general perception of the employees was that things needed a refresh. They were not wrong!

The company was running its network on old equipment and outdated server hardware. There were a number of inefficiencies and the company was not taking any advantage of the latest technology.

ACHIEVEMENTS



Rather than just replace like for like we knew that we could reduce the amount of hardware required, take advantage of new software and cloud technologies and provide a streamlined on-site experience.



The existing 3 servers became 2. One of these does the heavy lifting, whilst the other is dedicated to the payroll system. Company data has been moved into SharePoint and One Drive. A cloud based backup has been put in place.



The Leicester site staff moved from Windows XP (yes that still exists!) to Microsoft 365 and all email is now cloud based.



Everything is much faster, both onsite and when accessing remotely. The dedicated access for payroll has been a particular help as it had been difficult to access this when off-site. The whole company can now work remotely if and when needed. This has of course been vital during the pandemic.



Running the latest versions of the server software means increased security, and all the advantages of the latest software. Whilst moving everything to Microsoft 365 makes documents more accessible for everyone in the business.

The business is now running modern software. Staff feel that everything is quicker, and that they are more efficient and productive.



WHAT ROWES THOUGHT

"Your IT Department have managed the upgrade of our computer systems over the last 3 years. Last Autumn they advised replacement of our Main server at Rowes.

The planning of the upgrade was efficient and the disruption to our business was kept to an absolute minimum. It was essential that we were able to access production management and control software at all operating times.

The project was a complete success for us. File sharing, speed of access and processing is hugely improved and security feels much improved. Our systems have been future proofed and all staff are significantly more confident as a result of this investment.

Thank you to Your IT, for a speedy and professional upgrade."

Call: 0115 8220 200
Email: info@your-itdepartment.co.uk
Website: www.your-itdepartment.co.uk

