



**COMPANY**  
CoolLED

**LOCATION**  
Andover

**INDUSTRY**  
LED illumination

**SERVICES**  
itBusinessCare  
Strategy

## CASE STUDY

### CoolLED

CoolLED designs and manufactures the latest, cutting edge LED technology for illumination systems to aid researchers and clinicians in the life sciences.

The company employs around 35 staff over multiple units on the Westmarch Business Centre, in Andover, where the design, manufacture and sales teams are based. This year it expects turnover to exceed £5.0M from supplying its product across the globe, through both direct field sales managers and indirect sales channel partners.

*“ Taylor Made have put our IT systems and business security under the microscope. We now have tailored IT support and robust business security. Taylor Made’s hands-on approach was critical and very important to the success of our IT system set up. ”*

Craig Evans  
CoolLED

### Challenges Faced

In early 2016, the original company founders sold their shareholding to a specialist scientific instrument acquisition and development company; Judges Scientific PLC. During the purchase, CoolLED looked to the incumbent IT provider to make improvements to their backup and recovery solution to meet Judges minimal Business Continuity Planning standards.

Following a number of recommendations and upgrades, there remained a concern that an adequate backup service was in place. That, along with recognition that the company’s growth required a higher level of support than it was receiving, led CoolLED to contact Taylor Made and the eventual decision to place its trust in our service delivery by entering in to a fully managed itBusinessCare support agreement.



continued overleaf ↘





In addition to offering an all-inclusive monitoring and support service, Taylor Made's itBusinessCare agreement also provided CoolLED with strategic IT planning support, offering strategic IT advice, aligned with the business goals, with the aim of turning the company's technology into an investment, rather than an expense.

Certificate Number 4006 ISO 9001, ISO 27001 to support the medium term growth plans, highlighting when reinvestment is required over the coming 5 years. This would ensure both core systems and supportive infrastructure are replaced in a timely manner as they reach the end of their serviceable lifecycle.

-  IT Support
-  Hosted Solution
-  Backup & Recovery
-  Connectivity
-  Outsourcing
-  Hosted Telephony
-  **Managed Services**
-  Disaster Recovery
-  Consultancy
-  **Strategy**
-  Migration Planning
-  Infrastructure Refresh
-  Software Development
-  System Design
-  Security

## Solution

Whilst past IT investment was reportedly made only when identified as essential, the audit team found in place an up to date server infrastructure, built using virtualisation technologies, operating within its serviceable life. However, whilst IT services have been installed to recommended standards, there had been signs mandatory system maintenance, and the deployment of critical updates have been missed, leading to the introduction of unnecessary business risk.

Taylor Made set out a strategic IT plan to address the short term risks identified, which included implementing a reliable, robust and secure backup with offsite replication. Then, a strategic plan was created to

## Benefits

1. We implemented a robust, cost effective and secure offsite backup.
2. Users are now provided a fully managed and unlimited support service with strategic business support.
3. The company has a complete suite of enterprise security packages backed up by 24x7 alert monitoring and remote management.
4. The internal wireless service and Internet protection was updated, implemented with a secure company and user security usage policy.
5. The server infrastructure patching was brought up to date and uninterruptible power protection implemented.

**Taylor Made**  
COMPUTER SOLUTIONS

Call us on 01329 239 900

Leroux House, Cams Hall Estate  
Fareham, Hampshire PO16 8UL

 enquiries@tmcs.co.uk  
 www.tmcs.co.uk/cloud  
 @TaylorMadeCS



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ISO 9001, ISO 27001

