

After 12 years with the same company, we needed new IT support that better suited our business needs

Summary:

Client:

BR Hodgson

Sector:

Construction

Company Size:

- 1 Site
- 26 Employees

Key Technologies:

- Office 365
- Storagecraft

Netitude Services Provided:

Fully Managed IT Support

Project goal:

Provide managed IT service including desktop, network and server support. Manage their domain hosting, email and backup/recovery solutions, and provide quarterly audits and strategic advice to ensure the IT infrastructure continues to work well.

“When we decided to find a new IT contractor we initially ran a search on the internet for local companies. We then interviewed the most suitable three and decided to go with Netitude.

We chose them because they presented themselves well and provided evidence to demonstrate what they can do. We were also impressed with their pro-active approach, specifically as it’s not a service we had previously.”

- Faith Parker, HR Director at BR Hodgson



The Client:

BR Hodgson was established in Bristol in 1967. Initially, the company carried out plastering, screeding and drylining, predominantly in the South West of England. Subsequently, the business has grown to provide a range of key services to the commercial sector both in the UK and overseas.

They offer detailed design packages backed by their professional indemnity insurance and actively encourage early design involvement to bring value engineering and cost-saving to projects and avoid late and costly charges.

Working closely with their supply chain they specialise in using expertise to offer clients technical advice, value engineering and product options to ensure the best solutions for their clients.



Navigate:

Defining the company needs and priorities

To support BR Hodgson's objectives, Netitude:

- Undertook a full audit of their current infrastructure. Having been with their last IT partner for 12 years, Netitude got to know the company before undertaking a full audit, so they could show BR Hodgson how they could best service the business and its goals.
- Explained how they work regarding regular audits, monitoring performance and strategic planning.

"We needed a company to deal with our day to day requirements and help us with our forward planning and business goals. Netitude ticked all the boxes when we decided to go with them. We were impressed with their proactive approach, specifically as it's not a service we had before."

- Faith Parker, HR Director at BR Hodgson



Intergrate:

Enabling Infrastructure

To increase security levels for BR Hodgson, Netitude had to:

- **Implement effective and reliable disaster recovery and backup solution.**

When Netitude initially audited the existing IT infrastructure, the team found that the backup solution was unreliable and did not cover business-critical data or devices.

Should the server suffer a hardware failure it would take around a week of company downtime before the data could be recovered to a working replacement server.

To remedy this situation, Netitude implemented a superior backup and recovery systems to provide an identical replacement server within 30 minutes in the event of a hardware failure on the primary server, keeping the business working within minutes rather than days.

- **Secure, simplify, and optimise the Network:**

Initially, the network infrastructure was untidy and overcomplicated, making it time-consuming to troubleshoot and manage. In addition, a firewall or UTM device was not present to protect the network and its users.

To improve this, Netitude designed and implemented a major network overhaul to ensure the network was protected to the required level.

"We found the process of working with Netitude very good, in fact, excellent.

They have done exactly what they promised; audited our IT infrastructure first and then pointed out the problems and created a plan to remedy it over time. All findings were discussed and explained to us through a truly collaborative approach and in layman terms.

They are experts in what they do but they took the time to work with us and fit with our business requirements and financial preference. We found the process very helpful as we knew from experience that a pro-active approach was what we needed."

- Faith Parker, HR Director at BR Hodgson



Completion:

A pleasure to work with

Upon completing the project HR Director, Faith Parker said:

"We would definitely recommend Netitude. They are extremely professional, quick in responding to any problems or issues and provide brilliant support both remotely and face to face."

- Faith Parker, HR Director at BR Hodgson

