

IT REFRESH DRIVES EFFICIENCY FOR TICKETMEDIA LTD



AT A GLANCE

Challenges

- Let down by previous IT provider
- Been left vulnerable to ransomware
- A large amount of downtime, which meant that productivity and efficiency was poor

Results

- A centralised and integrated network infrastructure, joining independent business divisions as a single organisation
- Simplifying IT infrastructure management across the whole group of companies
- Implementation of a resilient and high-performance Cisco Meraki infrastructure to support the IT systems, manufacturing systems and communication systems
- Data and services migration to Office 365



Since moving to LMS, we have increased our productivity and efficiency of day to day business life due to less downtime. They understand our company ethos and resolve IT issues within minutes. They are at the forefront of IT security and continually work with us to ensure we are not at risk. Their customer service is up there with the best.

Jeremy Burbidge
Managing Director,
Ticketmedia

OBJECTIVES

The company is independently owned and boasts an entrepreneurial culture that supports consistent business development and growth opportunities.

Maintaining growth and company success is a key consideration in all IT decision making.

LMS GROUP APPROACH

By using a blend of up-to-date technologies such as Microsoft Azure, Microsoft Hyper-V and Cisco Meraki, LMS Group developed a complete turn-key solution as part of a complete IT overhaul for Ticketmedia.

The biggest challenge was that the new IT infrastructure, hardware and systems migrations had to be implemented between Christmas and New Year shutdown periods, to minimise the impact on production.

This was a large technology project, involving the introduction of new Ethernet internet connectivity, a complete Office 365 migration of four separate tenancies, replacement of network switches, WiFi and multiple routers, and the upgrade of servers and all employee PCs and laptops.

There were multiple benefits and efficiency drivers for Ticketmedia, along with the introduction of enhanced Security Controls.

However, one of the biggest benefits is that users can now operate a single device and have remote access to the centralised DOS application, which is held in a secured virtualised environment.