

TECHNOLOGY UPGRADES THAT TRANSFORMED BUSINESS OPERATIONS



AT A GLANCE

Challenges

- Upgrade of SAP management system
- Machines were still running on Windows 10
- Machines supplied by their previous IT partner were not as new as they were led to believe

Results

- Migrated IT infrastructure into the cloud
- Upgraded network security with enterprise grade technology
- Migrated emails to Office 365
- Moved telecoms to a more reliable system
- Updating and improving the hardware utilised throughout the business



We now have a strong business relationship and the strength of our IT and phone infrastructure, compared to a year ago is immense. LMS have helped bring us up to date and assisted in helping us to utilise the technology available (for example agile working).

When I think back to the problems we used to have and compare to how things are now with LMS, it's great to realise that we no longer have those problems and that we now have trust in our IT support.

Gemma Ralph
Office Manager,
The Woodhorn Group

OBJECTIVES

At the time of meeting Woodhorn, they were looking to upgrade their SAP (systems, applications and products) management system to a new, cloud-based, variant. One of the requirements of the new system was that all machines needed to be running Windows 10 Pro. When we set out to update all existing applicable devices to Windows 10 Pro, it became evident that the machines supplied by their previous IT partner were not as new as they were led to believe. In fact, they were second hand.

LMS GROUP APPROACH

LMS Group completed a thorough audit of Woodhorn's IT Systems, including their overall infrastructure and cyber security. Another key focus was how their data was accessed and governed within the business, especially with the introduction of GDPR. We needed to consider the ability for remote workers to easily access their data without security being compromised.

New computers, networking, Wi-Fi and implementing a temporary server were all part of this project that we sourced immediately. In sync with the hardware components, we migrated the business from a hosted exchange environment to Office 365 to further improve collaboration within the business and security of data with superior bolt-ons offered by Microsoft.

In addition to their IT, we also managed a smooth transition of Woodhorn's physical phone lines and broadband so that the management of the network could be applied. Furthermore, LMS group also ported Woodhorn's phones to a fully hosted VoIP phone system which offered more features, functionality and reliability.