



BALLYMORE SERVICES

CASE STUDY



A division of **LoughTec**

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Background

LoughTec, one of the UK and Ireland's leading IT infrastructure specialists, was selected by Ballymore Services to manage their business IT provision.

The partnership, which began in 2014, covers the full range of managed IT services for the business, ensuring the company's IT infrastructure is up-to-date and scalable to meet the future demands of the business.

Established in 2014, Ballymore Services are a specialist design and build principal contractor within the building defect remediation sector. With head offices in Omagh, Co. Tyrone, their expansion over recent years now sees them servicing clients across the UK and Ireland in the insurance, retail, commercial, industrial, residential and government sectors.

The challenge

"When we were setting up the business, I used to work for a local company and I would see the fire-fighting that would go on when they didn't have their IT support element outsourced" explained James McCallan, Director at Ballymore Services.

"I always thought to myself, when we do set up our own business, I would like to bring in a company that would look after the IT end of things and get good support from them - someone who you could actually contact when needed."

"We heard about LoughTec through a mutual business partner. They had provided a really good reference for LoughTec - we then took it from there."

"We had a really good chat with Seán back at the start - who we were etc. We liked what he was offering - it was professional and efficient."

The LoughTec approach

LoughTec manages Ballymore Services' full scope of IT hardware and software across the business.

As part of the ongoing contract, LoughTec supply and install a range of new devices for staff, including laptops, PCs, accompanying monitors, wireless access points and routers, all suitable to the company's needs.

"The support LoughTec provide has helped us grow - LoughTec has grown with us. They don't try to sell us something they know we don't need. They know what they have supplied us over the years. They know our staff, where our office is and what software has been supplied. The relationship has just grown organically."

Being able to access company documentation quickly was extremely important to Ballymore Services as they continued to expand their business across the UK and Ireland.

"The remote working capability was very important to us because the previous company we worked with and the experiences we had working in Dublin - nothing was coming back to the office until Friday afternoon when our staff arrived back to the office. It was too late."

"We were relying on getting paperwork shared when we were doing a site visit for example, so we wanted to make everything instantly accessible for our staff."

"Having everything accessible was important, on your phone, laptop or iPad. We wanted to cut out the paper trail. Implementing the Dropbox access and a backup were the two things LoughTec helped us achieve."

LoughTec also provides ongoing support to all Ballymore Services staff via a comprehensive service desk.

"If we lift the phone to talk to someone, we get to speak to them directly."

James noted, *"I can't fault the level of service LoughTec offers. The approach is perfect."*