



# BELMORE DENTAL

## 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 Belmore Dental to manage their business IT provision.

The support contract, which began in 2012, 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.

Belmore Dental, based in Enniskillen, Co. Fermanagh is an award-winning dental practice and facial aesthetics clinic. Utilising leading-edge digital technology, they provide the highest quality dental care and treatments in a relaxed, personal and friendly environment.

## The challenge

*"We first approached LoughTec as our previous IT company were charging extortionate fees every time we contacted them. Due to our failing computer system, this was leading to several calls per day and rising charges each month"* said Lorraine Browne, Practice Manager at Belmore Dental.

*"Also, the previous company were based in England, so they could not offer us on-site support. We wanted a local company who could visit our site and provide a full service for a set annual fee."*

## The LoughTec approach

To get a full understanding of Belmore Dental's IT infrastructure, personnel from LoughTec's Managed Technology team performed an assessment of the company's IT hardware and software.

*"LoughTec were able to explain to us in an easy to understand manner what was working well, what needed to be looked at and what was critical within the business. They provided us with options and very comprehensive, easy to understand quotes so that we could take the necessary steps to upgrade our system. As we use very industry-specific software, they took the time to fully understand this system before we migrated to ensure no potential pitfalls or issues."*

LoughTec manages Belmore Dental's full scope of IT hardware and software across the business. The company has recently had several new laptops installed by LoughTec, as well as a brand new server, helping to further improve their IT infrastructure over the next five years.

The support contract from LoughTec also covers the monitoring of servers, as well as devices for all users across the business. LoughTec installs their agent onto each server and device, providing next-generation security protection as well as in-depth monitoring and remote support when needed. Server status is monitored 24 hours a day, 7 days a week.

LoughTec manages cloud backups of all company data, providing a daily reporting mechanism that ensures backups have been a success. This is excellent business practice by Belmore Dental, allowing them to restore their files quickly and safely in the event of a cyber-attack, without fear of their files being lost.

User access for all staff at the company is also provided in the agreement, encompassing Office 365 access and email setup and management for all accounts. This allows LoughTec to remove and add email accounts as and when required. Email spam protection is also supplied, providing an extra layer of protection from the growing threat of cybercrime.

LoughTec provides ongoing support to all staff at Belmore Dental via a comprehensive service desk. This proved to be a useful resource recently after an unfortunate event.

*"LoughTec went above and beyond for us recently after a power surge caused catastrophic damage to our server. Under any other IT company, this would have led to a complete shutdown of our business, but LoughTec got us back up and running in no time."*

Lorraine added, *"The level of service offered by LoughTec has been second to none. We would not consider moving to any other IT firm. We would have absolutely no hesitation in recommending them to other businesses."*

**To arrange your LT Managed Technology  
Assessment call +44 (0) 28 8225 2445**