



COUNTRYSIDE 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 Countryside Services to manage their business IT provision.

The partnership, which began in 2019, 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 1998, Countryside Services provide a leading range of information, commercial and professional services to the farming and rural community in Northern Ireland. Their livestock identification range is market-leading throughout NI. The company also has an excellent reputation in managing various agricultural programmes.

The challenge

It was important for Countryside Services to have an IT partner who understood their business and the challenges they faced.

"Our previous IT support provider was based in Belfast and did not appreciate the challenges we faced as a business with poor internet connectivity in the West."

"We engaged with LoughTec after experiencing their service through a mutual business partner. We also received a word of mouth recommendation" explained Karen Rainey, Company Accountant at Countryside Services.

The LoughTec approach

LoughTec manages Countryside 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 contract from LoughTec covers the monitoring of servers, as well as devices for all users across the business. LoughTec installs its 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 has assisted us in strengthening the security of our IT systems and helped us to resolve legacy set-up issues. They work with us and we are not bound by restrictive service levels, which is refreshing."

"Countryside Services is ISO9001 (Quality) and ISO27001 (Information Security) accredited and our partnership with LoughTec helps us maintain this important aspect of our operations."

LoughTec also 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 Countryside Services, allowing them to restore their files quickly and safely in the event of a cyber-attack, without fear of their files being lost.

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

"LoughTec is customer-focused and committed to resolving issues as quickly as possible. We have found them to be very proactive and as a business, we have security in knowing that they are monitoring our systems effectively. The staff at LoughTec are always friendly and helpful when any issues arise."

LoughTec continues to liaise regularly with Karen regarding business challenges, and how LoughTec can help improve their IT infrastructure as they continue to expand.

Karen noted, *"I would happily recommend LoughTec as an IT services provider."*