

Champions Travel Case Study

LoughTec

IT • CYBER SECURITY

Background

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

The partnership, which began in 2018, 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.

Champions Travel is one of the largest sports, event ticketing and hospitality companies in the UK and Ireland. The company holds a large portfolio of ticket and hospitality packages, available to both end consumers and corporate customers. The company is headquartered in Letterkenny, Co. Donegal, Ireland.

The challenge

"Champions Travel engaged with LoughTec due to the growth of our company. As the company continued to grow year on year, it was easy to recognise that the IT hardware and systems that we had in place were not fit for purpose."

"We wanted to ensure that our IT infrastructure was fit for purpose, all data was stored and backed up properly and that we had a network to share information. We also wanted to ensure we could work away from the office when needed." said Evelyn Friel, Financial Controller at Champions Travel.

The LoughTec approach

LoughTec manages Champions Travel's 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.

"LoughTec undertook a complete review of our IT infrastructure, including the PCs and systems we had in place, and provided options for us to avail of that were specific to our business."

The support contract from LoughTec 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.

Champions Travel also avail of LoughTec's Remote Workplace solution, giving staff immediate access to their desktops and files, just like they would in a normal office environment.

"This turned out to be invaluable when COVID-19 hit. It meant that we could easily and quickly transition to working from home, which was vital for us due to the nature of our business and the impact COVID had on our industry."

LoughTec manages in-house backups of all Champions Travel company data, providing a daily reporting mechanism that ensures backups have been a success.

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

"We would be lost without the helpdesk. The LoughTec staff are always available when we need them and are quick to react and solve any issues that occur. They have even helped us out of hours and at the weekend on occasions when we have had issues."

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.

Evelyn noted, *"It is just great knowing we have the IT expertise there to advise us on all our IT issues – expertise that we don't have in-house."*

"We would have no hesitation in recommending LoughTec to other businesses - the level of service and advice we receive from them is excellent."

