

Deane-Public-Works Ltd

Case Study

LoughTec

IT • CYBER SECURITY

Background

LoughTec, one of the UK and Ireland's leading IT infrastructure specialists, was selected by Deane Public Works Ltd 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 to help them to continue to grow and expand their portfolio of work.

Deane Public Works is a successful civil engineering business based in Co. Fermanagh, with experience in delivering many high-profile projects for private and public sector clients.

The challenge

As the company continued to grow, the IT requirements of Deane Public Works also started to change.

"We are a Civil Engineering company with a diverse range of IT requirements, working across our Head Office and multiple construction sites. Specifically, over the last few years we wanted our site-based Engineering teams to have access to Head Office documentation, to enhance project management efficiency," said Manus O'Kane, the company's Marketing and Business Development Manager.

There was also an requirement to provide a wide range of IT hardware and software for the business, both for existing staff and new recruits.

The LoughTec approach

LoughTec manages Deane Public Works' 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 requirements, as and when they are required.

To futureproof Deane Public Works' IT infrastructure, LoughTec recently fitted two new servers. The server installation includes ongoing monitoring of backups and status of each server 24 hours a day, 7 days a week.

With many of the Deane Public Works staff working remotely on construction sites throughout the UK and Ireland, and at home due to the COVID-19 pandemic, there was a need for remote staff to have immediate access to their desktops and files just like they would in a normal office environment. *"LoughTec assisted this process by recommending and installing a cloud-based remote desktop working facility, which has transformed our way of working."*

LoughTec also provides ongoing support to all staff via a helpdesk service, which has proven to be very helpful to staff at the company. *"The helpdesk service has been invaluable, with quick access to a team of technical experts with comprehensive knowledge, who assist with the swift resolution of IT problems."*

User access for all staff at the company is also provided in the agreement, encompassing Office 365 access, email setup and management. Antivirus solutions and email protection is also supplied, to ensure the company's intellectual property remains secure as they continue to grow. To ensure a fully integrated service, LoughTec host the Deane Public Works .com domain, connecting the domain name with the company's email system, website and other web services.

"The guidance and advice LoughTec provide is absolutely excellent, from understanding the specific IT infrastructure requirements of the Company in both the short, medium and long term, to assisting with future proofing the business" said Manus O'Kane.

"I would strongly recommend any business to engage with LoughTec's products and services."