

Tesab Engineering Case Study

LoughTec

IT • CYBER SECURITY

Background

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

The partnership, which began in 2011, 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.

Tesab is a family of engineering companies originating from Sweden. From its beginnings over half a century ago, the company has grown into a truly global organisation with vast experience in the manufacture of equipment for the mining, quarrying, recycling, asphalt and concrete industries. TESAB Engineering is headquartered in Omagh, Northern Ireland.

The challenge

"We needed an IT partner that could support a wide range of hardware and software systems. Our previous provider ceased operations, and at the time our IT systems would have been quite limited and dated. The company was also in the process of moving premises, so it was important we partnered with the right provider to help us grow,"

said Rory Cox, IT Specialist at Tesab Engineering.

The LoughTec approach

LoughTec manages Tesab Engineering'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, as and when they are required.

LoughTec also recently coordinated the implementation of a brand new server for the business, further futureproofing Tesab's IT infrastructure.

"We work in a quickly changing and expanding sector, so it's vital our IT partner understands our needs to help us continue to grow as a business."

"Over several years, LoughTec have expertly supported us in implementing a secure, reliable and scalable IT system."

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.

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 Tesab, 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 at Tesab via a comprehensive service desk.

"The staff at LoughTec couldn't be more helpful and have always been on hand to provide us with firstclass guidance and advice."

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.

Rory noted, *"We would happily recommend LoughTec to any organisation seeking to improve and develop their IT environment."*

