

Village Blinds Case Study

LoughTec

IT • CYBER SECURITY

Background

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

The support contract, which began in 2016, 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 trade and retail customers.

Village Blinds, based in Ballymena, is a successful manufacturer of blinds formed in the early 1990s, serving both trade and retail customers across Northern Ireland. Starting from humble roots, the company has grown significantly and continues to innovate to provide high-quality products at affordable prices.

The challenge

As the company continued to grow, it was important for the appropriate IT infrastructure to be in place to help sustain this growth.

"When we moved to our current site in 2012, this was the turning point for our business. The new premises and factory unit allowed us to dedicate more efforts to our retail customers - our showroom has proven to be very popular. With this increase in demand, it was vitally important to have robust IT systems in place to futureproof the business" said Phillip McCloy, General Manager at Village Blinds.

The LoughTec approach

LoughTec manages Village Blinds' 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.

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 also provides ongoing support to all staff at Village Blinds via a comprehensive service desk.

"We wanted to work with an IT partner who understands our business and the challenges we face, someone who can resolve any issues quickly when they happen. The LoughTec service desk has been invaluable to us. Nothing is ever too much trouble for any of the team, with any issues dealt with and sorted within one hour" said Phillip McCloy.

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 Village Blinds, allowing them to restore their files quickly and safely in the event of a cyber-attack, without fear of their files being lost.

LoughTec liaises regularly with business owner Harold and son Phillip regarding business challenges, and how LoughTec can help improve their IT infrastructure as they continue to expand.

Phillip noted, *"The overall service we receive from LoughTec is excellent. They have helped us navigate the growth of our business since 2016. They also advise us on the growing cybersecurity threats out there and how to mitigate against them."*

"We would have no hesitation in recommending LoughTec for their level of service and the knowledge they provide."

