

Woodvale Construction

Case Study

Background

LoughTec, one of the UK and Ireland's leading IT infrastructure specialists, was selected by Woodvale Construction 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 and scalable to meet the future demands of the business.

Woodvale Construction, based in Omagh, is a successful Chartered Building Company founded in 1980. Having evolved from humble beginnings, Woodvale is now an innovative, reliable and flexible contractor who boasts an enviable portfolio of projects across the UK and Ireland.

The challenge

As Woodvale continued to expand, it was quickly recognised the IT systems the company already had in place were not fit for purpose.

"Focusing on our core business, our initial IT system was not scalable or robust. We required an IT partner who could work with us to implement our IT Development Plan,"

said Robert Ewing, Managing Director at Woodvale Construction.

The LoughTec approach

Following a consultation period, LoughTec was selected as Woodvale's IT support partner.

Working closely with Woodvale personnel, LoughTec ensured the company's IT Development Plan was implemented, with key deliverables including fibre broadband on-demand; Cyber Essentials certification; sharing of network infrastructure to support collaborative working; supply of a secure backup; upgrading of hardware and servers; cloud hosting of email for business continuity planning and the rollout of secure remote access software for remote working.

"LoughTec provided excellent guidance for future-proofing our hardware, ensuring the business was scalable over a five year time period. This forward planning was invaluable during the COVID-19 pandemic when we were able to dynamically roll out LoughTec's remote working software, which was part of our Business Continuity Plan."

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 Woodvale Construction via a comprehensive service desk.

"The support we receive from LoughTec is responsive, courteous and helpful. The email support tickets and monthly reporting tools provide excellent visibility for senior management, which shows what IT support is being provided to our business" said Robert Ewing.

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. Email spam protection is also supplied, providing an extra layer of protection from the growing threat of cybercrime.

LoughTec continues to liaise regularly with personnel at Woodvale regarding their business challenges, and how LoughTec can help improve their IT infrastructure as they continue to grow their portfolio of work.

Robert added, *"LoughTec provide first-class IT support at a local level."*

