



**Project Name:**

Unlocking efficiency and security with strategic IT support

**Company:**

Care & Independence

## ON-BOARDING Seamless Integration

Oh-Tech's proven on-boarding process ensured a smooth transition from the existing systems and support staff to its current streamlined solution. The process includes:

- Detailed site mapping including network points and data cabinet locations
- Recording hardware documentation
- Third party software integration
- Remote monitoring deployment
- A thorough security audit
- Team introductions to foster trust and ongoing open communication

# CASE STUDY

Following a merger, Care & Independence, a growing care provider with offices in Ringwood, Bicester, Wigan, and Glasgow, needed to consolidate their fragmented IT infrastructure into a unified, reliable, and accessible system to support over 150 users across four locations.

## COMPREHENSIVE REVIEW

Pre-engagement, Oh-Tech conducted an in-depth review of Care & Independence's existing IT landscape, including ERP systems, disaster recovery plans, network configuration, and hosting strategies. This holistic approach ensured a seamless migration process without overlooking any crucial element.



**“We appointed Oh-Tech to carry out a complex upgrade and merger of our servers and computer systems. This work was carried out with a seamless transition. Oh-Tech have continued to support our IT systems day and night, and the level of service provided remains above and beyond what we could have expected. Excellent service.”**

Ian Jones, Managing Director, Care & Independence



4 sites

Ringwood, Bicester,  
Wigan and Glasgow

150

Management & staff  
supported

Enhanced

Growth potential, business  
continuity, security

## OH-TECH TRANSFORMATION

### Future-proofed cloud migration:

To empower remote work and accommodate future growth, Oh-Tech implemented a full cloud solution. This included deploying a robust Sage 200 ERP suite and multiple terminal servers on secure hosted servers, allowing staff seamless access from virtually anywhere.

### Robust database management:

Oh-Tec consolidated data storage, previously scattered across local servers, NAS drives, and Dropbox, into a centralised, easily accessible location. Additionally, the team collaborated with management to identify and archive obsolete data, streamlining information flow.

### Failover security:

Understanding the critical nature of Care & Independence's work in urgent care, Oh-Tech prioritised business continuity. The team implemented a cloud system failover solution, ensuring minimal disruption in case of internet outages or power cuts. The data centre maintains constant replication for maximum protection.

### Enhanced communication and collaboration:

Oh-Tech migrated all email domains to Office 365, enabling seamless communication across locations. Additionally, a cloud VoIP system with call routing and mobile app functionality facilitated efficient communication and collaboration between staff, even while remote.

### Hardware refresh:

New hardware, including switches and Wi-Fi access points, was deployed at all sites to maximise network performance and connectivity.

### Mobile empowerment:

Microsoft Surface tablets equipped with SIM cards were provided to the sales team and engineers for enhanced access on the go.

### Security fortification:

Installation of new firewalls at each site ensured secure access to local servers responsible for payroll and accounts.

### Empowering staff:

Training on the new remote working systems equipped staff with the skills and confidence to navigate the new environment, minimising disruption and ensuring ongoing support from Oh-Tech.

**OH Tech**  
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