



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

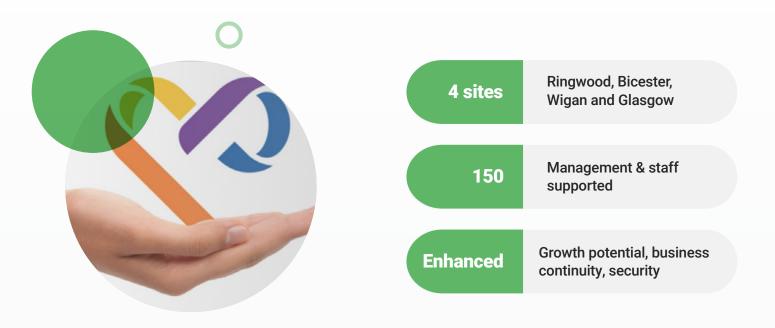
Following a merger, Care & Independence, a growing care provider with offices in Ringwood, Bicester, Wigan, and Glasgow, needed to consolidate their fragmented IT infrastructure into a unified, reliable, and accessible system to support over 150 users across four locations.

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



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.



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