OH Tech
Managed IT Support

CASE STUDY

Ocean Automotive Group (OAG) needed comprehensive IT support to optimise their dealership operations. Relying at the time on a third-party provider, the company faced limitations as well as high costs, and initially sought Oh-Tech's support to supplement its in-house provision.

Soon after OAG engaged Oh-Tech, the in-house team member left the company, and Oh-Tech assumed full responsibility for IT, putting one of its team members on-site, and backing this with its service desk.

OCEAN AUTOMOTIVE

Project Name:

Driving forward with streamlined IT

Company:

Ocean Automotive Group

⊙ COMPREHENSIVE REVIEW

Pre-engagement, Oh-Tech conducted a comprehensive review of the OAG business structure, values, goals, and pain points. This in-depth analysis allowed the team to pinpoint areas where their services could significantly benefit OAG. They identified opportunities for cost and time savings through strategic improvements.

"Oh-Tech's deep understanding of dealerships was evident in their network redesign, which has delivered significant cost-savings year after year. Their fully managed IT system proved more cost effective than previous solutions, and provided us with a team of multiple IT engineers. This robust support has virtually eliminated our IT headaches"

Gail Ninnim, Managing Director,
Ocean Automotive

£savings	£80,000 annual savings
Enhanced	Security, disaster recovery and connectivity
Enabled	Secure remote working

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

OH-TECH ACTION

Cost effective MPLS replacement:
Successful transition from an expensive MPLS solution to a modern, cost-saving alternative, with seamless service continuity.

On-site and off-site backups:
Enhanced data security and disaster recovery with a robust backup system, protecting against ransom ware threats.

Unified communications:
A new phone system empowered Ocean with greater control over call flows and remote access for staff.

Secure remote working:
Enabled secure home working with a two-factor authentication VPN.

Boosted connectivity:
Upgraded internet connections from a single, sluggish line to dedicated, high-speed connections at each site, with such improved performance that everyone noticed.

Stabilised Wi-Fi:
Replaced outdated Wi-Fi with a cloud-managed UNIFI system featuring the latest Wi-Fi 6 technology, eliminating slowdowns, drop-outs, and poor signal coverage.