

Case Study - Harvey Jones Kitchens

Built on quality

Harvey Jones Kitchens has been established for more than twenty five years, and in that time have designed and handcrafted more than fifteen thousand kitchens.

Harvey Jones has recently enjoyed a period of expansion, with a surge in orders and the opening of new showrooms – from 10 to 29 in just 6 years. The company had relied on a small IT services company to maintain and support its IT systems but this growth, combined with a need to rationalise its IT infrastructure meant that Harvey Jones needed a strategic partner to carry it forward.



The Challenge

“Our existing support company had worked hard but could not provide the services and support that we now needed,” explained Darren Woolsgrove, Harvey Jones’ Chief Operating Officer. “We had no corporate-wide IT infrastructure; each showroom had its own, isolated network and there was no real integration across showrooms and with head office. As a business, we had focused on growth and customer service but we had reached a point where the lack of an integrated infrastructure was affecting our operations.”

With virtually no in-house IT expertise, Harvey Jones took the decision to partner with a specialist service provider. “The success of our business means that our IT needs are constantly growing and becoming more complex,” continued Darren. “We have ambitious expansion plans and we needed an IT model able to support this growth whilst at the same time improving our internal working.”

Harvey Jones met with several IT service providers, reducing this to a shortlist of two before deciding to partner with **entrustIT** – a Microsoft Partner established to make IT and technology simply and

hassle free. “We were very impressed with **entrustIT**,” said Darren. “They took the time to get to know our business, understand our issues and objectives, and put forward a proposal that would deliver against both our immediate and long-term objectives.”

The Solution

The solution proposed by **entrustIT** was for a fully hosted IT service provided from a dedicated data centre which would be professionally managed, backed-up and secured from external threats. With over 160 users, information held in various data repositories throughout the country, specialist CAD software for kitchen design and a need to implement the new solution with minimum disruption; this was an undertaking that would require careful project management

“At **entrustIT** we’ve worked hard to broaden our capability and capacity so as to be a truly ‘one-stop-shop’ for IT and related services,” explained Jeff Dodd, **entrustIT**’s Managing Director. “This means that we are able to deliver a much more comprehensive service than the majority of hosting providers and this was certainly a key factor with Harvey Jones.”

Working over weekends to ensure that day-to-day business would not be affected, **entrustIT** technicians consolidated all of the information from disparate data sources into a single repository. At the same time, the various PCs across the UK were effectively converted to thin client terminals (with memory upgrades and other enhancements as necessary), and connected to an **entrustIT** datacentre. Users could then access their Hosted Desktop securely, using an encrypted internet connection from any location via single sign-on.

“Our users design and build beautiful kitchens,” continued Darren. “They shouldn’t have to be IT experts- they need to be able to access our systems easily and work together safely and securely wherever they are in our business.”

The solution implemented by **entrustIT** now matches the organisational needs of Harvey Jones. Major issues including the migration of emails from Microsoft Outlook to Microsoft Exchange, the need for a completely secure, easy-to-use and password authenticated access to the centralised information repository and shared diaries to allow for installation, planning and manufacturing arm of the business to work in harmony and deliver the perfect kitchen to each customer

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Since deployment, the Hosted Desktop solution has allowed Harvey Jones to maintain its focus on generating new business as well as maintaining close relationships with its customers. The solution has improved communication, streamlined operations and delivered a standard desktop across showroom PCs, allowing staff to log in and continue working without having to hunt for applications, data and other customer critical information.

As well as providing a fully hosted IT service, **entrustIT** is also responsible for on-premise support at all of the Harvey Jones Showrooms together with hardware supply and infrastructure delivery as the showroom network expands.

The new solution has already delivered substantial benefits, including full disaster recovery in the event of a catastrophic failure at one of the showrooms or Head Office. Although Harvey Jones' Head Office already makes extensive use of the capabilities delivered by the **entrustIT** Hosted Solution, the company has ambitious plans for the future.

"We plan numerous enhancements, including the provision of an 'intranet-type' service that will allow us to keep our showrooms and staff fully informed of developments, updates, pricing changes etc." said Darren. "We will continue to enhance our infrastructure and are fully confident that **entrustIT** will always be on hand to project manage operations, work with us to deliver the services that our existing and new customers expect."



The Benefits

- Remote Access- designers can access applications and data from any location
- Fixed Costs- simplified budgeting without the need for additional IT support contracts
- Security- ISO 27001 data security from UK based datacentres
- Reliability- fail-over server technology and 24/7 monitoring prevents issues from escalating and possibly impacting the business
- Communication- information can now be accessed and exchanged throughout the business, ensuring further improvement in customer satisfaction
- Ongoing partnership- integration of new showrooms in the infrastructure- project managed by **entrustIT**



"entrustIT worked around the clock to accommodate our needs and timetables. They project managed the entire process and did an excellent job in amalgamating all of our information. As and when we open new showrooms, entrustIT takes care of all of the IT issues, bringing the showroom into the network and ensuring that we are up and running from day one."

Darren Woolsgrove
Chief Operating Officer
Harvey Jones Kitchens

Find Out More

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