

Trusted partnerships, **holistic solutions.**

An introduction to entrustIT



We started entrustIT with a vision. We felt that if we took the latest technology, and plugged in our values and our expertise, we'd empower companies to achieve amazing results.

As a privately owned, privately funded, family business, we believe that true success is built on relationships, trust, and stability. With three generations in every corner of our business, our vision is a uniquely long-term one. It's our reputation at stake.

We believe that if we focus on building trust, saying 'yes' when we can and 'no' when we should, we'll build a Managed Service Provider that's not just a vendor, but a partner. We don't always get it right. Nobody does. But we are always honest, and fair with our customers, that's why they stay with us for so long.

This book is about who we are. It is for our customers and our staff, our business partners and anyone who is interested in finding out what makes us tick. It tells you about us, the work we do and our vision - and the core values at the heart of all of it.



Trusted partnerships,
holistic solutions.

About us

Founded in 2006, entrustIT was born from the combined insights of two brothers with extensive experience in large-scale enterprise IT. Recognising the power of technology to empower businesses of all sizes, they set out to create a tailored and accessible approach for midmarket companies. This foresight and dedication positioned entrustIT as a pioneer in the early days of cloud computing, establishing a track record of delivering innovative solutions for a growing market.

Initially, convincing businesses of the cloud's future potential posed a significant challenge. Yet, through unwavering conviction and dedication,

entrustIT secured early adopters who remain valued partners today. This testament to trust, the company's core value, is a source of immense pride.

Over the years, entrustIT has evolved significantly. International accreditations and award-winning projects showcase a commitment to excellence. The strategic acquisition of like-minded regional MSPs gave birth to the entrust IT Group, a network of six businesses now spanning the UK. This unique model seamlessly unites the nurturing support of local presences with the collective expertise of a national entity. Today, entrustIT remains family owned and privately funded, with three generations

represented in all areas of the company.

At the heart of entrustIT lies a passion for people. Our helpdesk boasts friendly, technically adept engineers renowned for their exceptional customer service. Field engineers crisscross the nation, ever-ready to assist in times of need. Meanwhile, dedicated consultants work tirelessly within client boardrooms, driving growth and success.

Ultimately, entrustIT's focus remains unwavering: you. Whether you're a business seeking streamlined operations, a talented individual ready to join our team, or a potential partner eager to collaborate, we extend a warm

welcome. We invite you to discover the difference trust, expertise, and dedication can make in your unique journey.

Our Values

Trustworthy

The heart of our business, trust is key to our model which has always been about developing strong relationships. That means we are rigorously honest in all our engagements with customers. We'll only ever sell you what you really need, explaining the pros and cons of everything we do. When we make mistakes, we are transparent about them and we learn from them

Dependable

Nobody wants to feel let down. That is why we endeavour to be utterly dependable. If we say we are going to do something, we do it. We don't cancel last minute, and we don't quit until the job is done.

Friendly

We want to be efficient of course, but not at the expense of that personal touch so we pride ourselves on offering a friendly service, without jargon or unnecessary complexity. We choose our support team primarily for their communication skills.

Adaptable

Every business is different, which means they all bring their own history, their own environments, and their own challenges. To support a business successfully, we know that you have to be adaptable to their needs. We cannot fit you into our mould. Therefore, we find solutions to meet whatever problems you face and we adjust to match any business need. We meet you where you are, not force you to change to suit our needs.

Tenacious

We never give up. When things get tough, we find a way to succeed. We never accept "good enough", every job we take on has to be our best and we keep going until we have got it right. That promise is what makes us different.



Leadership Team

Jeff Dodd - Group CEO

“IT issues should not feature in your day. Technology should just work. If we do our job right we will be almost invisible... we strive for invisibility”

Initially an Operations Director, Jeff Dodd became IT Director of the newly formed Towergate Underwriting Group in 1997. In 2001 he was invited to become IT & Facilities Director for another startup venture – The Folgate Partnership Limited, a company eventually employing 2,000 people and with a turnover of £750M.

In late 2004, Towergate and Folgate merged to become The Towergate Partnership and in April 2005 he left the business, spending a year working for an insurance industry think-tank, specialising in electronic trading and messaging standards.

Jeff has spent half his working life in financial services where he was involved in the acquisition & integration of over 90 companies, including projects involving hundreds of staff at a time. He has designed and implemented new IT architecture on many occasions and for organisations operating in many different markets.

Along with his brother Matthew, he started entrustIT in 2006. Concurrently he has held a number of non-executive board positions as well as providing consultancy and interim CIO services to financial services organisations and software houses.

Jeff is a qualified Prince2 Project Manager (Practitioner), a Microsoft Certified Professional and a Member of the British Computing Society. When not at work, Jeff can generally be found afloat where he is an RYA powerboat instructor. He is also a PADI rescue diver, a keen skier and a lapsed private pilot. Whatever time he has left, he likes to spend with family or doing pro-bono charity work.



Matthew Dodd - Group CTO

“We are entering a time of digital revolution for modern organisations - what is possible generates real excitement, and I’m thrilled we are positioned to turn that into transformative advantage for our clients.”

After initially training as an electronics engineer, Matthew Dodd discovered a passion for computers that led to a change of career. Drawn into Financial Services, Matthew developed a rich base of IT skills across the whole sector, branching into specialist consultancy in 1990. His early career involved stints as a developer, network engineer, technical architect, trainer, consultant and as a team manager.

Matthew has a broad and varied experience of Windows & Unix server environments, server-based computing, networking and all aspects of Internet technologies. As well as being a Project Manager he holds qualifications in ITIL service management and technical certifications with Microsoft, Cisco, Novell, Citrix and others.

From 1999 to 2001 he was IT Operations Manager at insurance start-up Towergate Insurance, followed by a brief stint as technical architect at B&Q. He joined the Folgate Partnership in 2001 and remained there until late 2005 when the merger between Towergate Insurance and Folgate Partnership was completed. During his time with Towergate and Folgate he implemented a strategy to deliver server based computing systems to thousands of users all over the UK.

Matthew became the CTO of entrustIT at its creation in April 2006 and remains responsible for all the “big” technology decisions within the company.

Leadership Team



Thomas Dodd - Commercial Director

Thomas joined entrustIT in 2016. He is responsible for all commercial operations - managing sales, marketing, customer success, and revenue. He holds a degree in Economics, and qualifications from the CMI. He writes thought leader columns for industry magazines and sits on the advisory board for US-based Eagle Eye Networks.



Nigel Lomas - Director, South East

Nigel has extensive experience in the MSP industry, having led Shift F7 and AdEPT - a £70M AIM listed company. Through his career he has built and run renowned MSPs, managing large and diverse client bases. Nigel is responsible for the management of our South East business in East Grinstead, ensuring high levels of customer satisfaction and retention.



Ian Roworth - Director, South Central

Ian's long career in IT has taken him all over the world. Initially training as an electronics engineer, Ian found a passion for IT that led to him working with clients such as UBS, Goldman Sachs, and Merrill Lynch. Ian is responsible for management of our South Central business in Aldershot and uses his expertise to drive excellent IT outcomes for our customers.

Senior Team



Josh Pardey - Group Service Manager

Josh's journey with entrustIT began as an apprentice in 2009. He briefly left in 2012 to work in local government, returning in 2014. Josh is responsible for service delivery and client relations across the whole group, ensuring we meet our SLA and customer feedback targets. He holds qualifications from the CMI and is a Microsoft and Citrix certified technician.



Ian Imms - TAM Team Lead (South East)

Ian's career in IT began in Finland, where he worked for a college in Helsinki before returning to the UK to spend most of his career in HM Prison Service delivering complex IT projects in a highly secure and controlled environment. That experience serves him strongly in his role leading our engineering team in the South East.



Liam Cooper - TAM Team Lead (South West)

One of our longest-serving team members, Liam joined the team in 2011 as an apprentice. A qualified Microsoft and Citrix technician, Liam is now responsible for managing our IT transformation projects. He and his team have successfully managed dozens of business-critical projects for our customers.



Amanda Cornell - Head of Finance

Amanda qualified as an AAT accountant in 2001. She spent most of her career in the engineering industry as a Head of Finance for a manufacturing company. After a brief spell in Aerospace, she joined entrustIT in 2021. She has overseen a period of strong growth in turnover and profitability.



Culture

At the heart of our success is a vibrant and supportive culture. We believe that an empowered workforce is the key to achieving excellence in everything we do.

As a family-run business, we pride ourselves on fostering a close-knit, friendly, and inclusive environment. Our team enjoys a relaxed yet professional atmosphere, with outstanding opportunities for career growth and development.

We are passionate about nurturing young talent and have strong partnerships with local apprenticeship organisations. Many of our team members started with

us as apprentices and have grown into skilled professionals, gaining valuable qualifications and experience along the way.

We actively seek out and acquire promising local IT businesses, transforming them with our unique touch. By streamlining systems and processes, we ensure our team can focus on what matters most: delivering exceptional service to our customers.

We are committed to continuous improvement, learning from the best practices of others and integrating them into our own operations. When challenges arise, we embrace a no-

blame culture, encouraging our team to share their experiences and learn from every situation.

Our team is diligent, creative, and adaptive, with a shared passion for technology and its potential to empower a modern workforce. Join us and be part of a dynamic organization where your growth and success are our top priorities.





Locations

Head Office - Ringwood, UK

Located just 10 miles from Bournemouth, the fastest growing area in the UK technology sector, Ringwood is nestled on the westernmost edge of the beautiful New Forest National Park. Ringwood is surrounded by forest land and is only a few miles away from some of the best beaches in the country.

We have occupied our Head Office since 2008 and it is the home of our senior management team and part of our service team.

Aldershot, UK

Aldershot is our satellite office, based 34 miles southwest of London on the Hampshire/Surrey border. Aldershot is a Victorian town famous for being the “Home of the British Army”

Our Aldershot office is home to our regional business development teams and some of our regional technical teams.

East Grinstead, UK

East Grinstead is a satellite office, based 9 miles away from Gatwick Airport and 30 miles from Central London. East Grinstead is located in West Sussex, close to the borders of East Sussex, Surrey and Kent.

Our East Grinstead office is home of our regional technical teams in that area.

Midlands, UK

entrustIT holds a small regional presence in the Midlands, mainly comprising local field engineers.

Boston, USA

Our Boston Office is located in One Boston Place, in the Financial District of Boston, Massachusetts.



An aerial photograph of a coastal town and harbor. In the foreground, a long, narrow strip of land is covered with rows of small, colorful houses (blue, white, and yellow) built on a sandy and grassy area. A road runs alongside the houses. To the right of the houses is a large, open area of green grass and sand. In the background, a large harbor is filled with many small boats. A large, white building with a red roof is situated on a small island in the harbor. The town of the harbor is visible in the distance, with many houses and buildings. The sky is overcast.

*One of the “brightest
and best businesses
that the UK IT industry
has to offer”*

Stuart Sumner
Editor
Computing Magazine

Those that have the courage to push boundaries and defy convention are the ones that change the world.

When we let go of old habits and embrace change then we can drive innovation and push ourselves forward.

Finding new ways to work, however unusual or unnatural has been our goal from the very beginning. By challenging what is considered possible, we have given those bold enough to embrace change a platform for success and the partnership required to achieve it.



Security

At entrustIT, we take information security very seriously. That's why we invested to obtain and maintain ISO 27001 accreditation and why all customer data is stored in UK based datacentres, with their own ISO 27001 certification. We follow UK data protection laws.

But security isn't just about data storage; data access is even more important. All entrustIT cloud services are encrypted and we strictly enforce unique username/password controls with complexity, reuse and longevity standards designed to the highest standards.

For more demanding environments (local

government, legal, financial services or other highly regulated sectors) we provide two-factor authentication; via a smartphone application or using SMS text messages to a pre-approved device.

These are just some of the steps we take to keep your data safe; and your organisation secure and compliant :

- 24x7 CCTV surveillance at our data centres and within our offices.
- Restricted list of authorised employees with access to customer systems
- Redundant/resilient power supplies

at every datacentre

- Redundant/resilient Internet connectivity at every datacentre
- At least two data centres available to each customer to provide standby and failover options
- We implement strong controls regarding passwords and access - restricting to trained staff.
- Departing users have their passwords reset and accounts disabled within 30 minutes of notification.
- Logical and physical segregation

of Customer applications, configuration and data

- Redundancy and resilience incorporated within our system architecture; no single points of failure.

We regularly post cyber-security tips to our blog and have spoken at a number of industry events related to cyber-security.

Leading the Conversation

“No matter what people tell you, words and ideas can change the world.”

We believe that in order to make a positive change on the world, you must be prepared to share ideas and generate constructive conversation.

Since our founding, we have always been at the forefront of change in our industry. By pioneering Cloud technology as far back as 2006, we helped change the way the world works - forever.

As part of our commitment to spearhead technological innovation, we have appeared at many thought-leader conferences and been recognised at a number of industry awards.

By sharing our knowledge and expertise of the IT industry, our goal is to generate a constructive conversation about how best to do business. With that conversation, we hope to help accelerate global business.

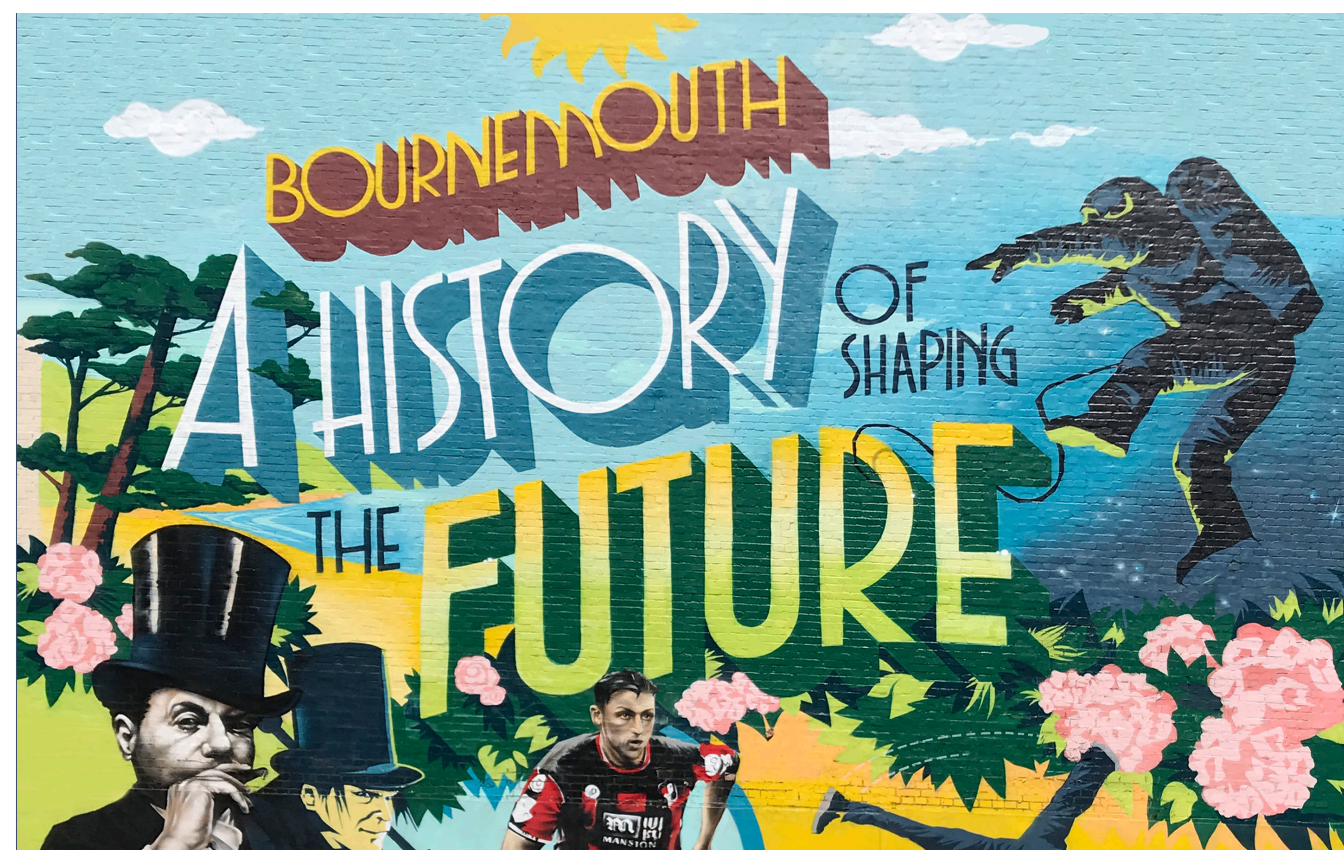
We have spoken at thought leader conferences covering topics such as

- Artificial Intelligence
- Cyber Security
- Cloud Computing
- Modern Workplace

entrustIT INSIGHTS is regularly updated with helpful tips, industry news and solutions to help businesses run more efficiently.

blog.entrustit.co.uk







Caring for our Environment

We believe that we all have a responsibility to minimise the environmental impact that we make, whether to improve life now; or for future generations – who will pick up the bill for our activity.

Because we live and work in an area of natural beauty, we are acutely aware of the need to protect the environment we inhabit.

Consequently we aim to ensure that our systems and services are as environmentally friendly as possible. We can do this in a number of tangible ways :

By focusing on our resource usage

- We pay close attention to the amount of raw power we use and try to keep it as low as possible. Lower power usage means less greenhouse gas emissions and lower environmental impact.
- We maximise the utilisation of our systems to ensure that processing power does not sit idle and therefore wasted.
- Since late 2008 we have pursued a technology replacement policy that prioritises low power consumption.

By improving your resource usage

- Our servers will work harder and consume less power than the equipment that you would own if you ran your own IT in-house.
- Our cloud-based services will extend the life of your desktop workstations and/or give you the option to replace them with low consumption alternative

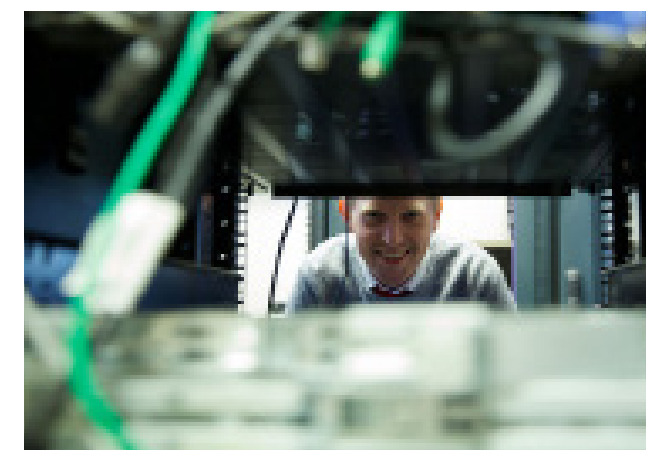
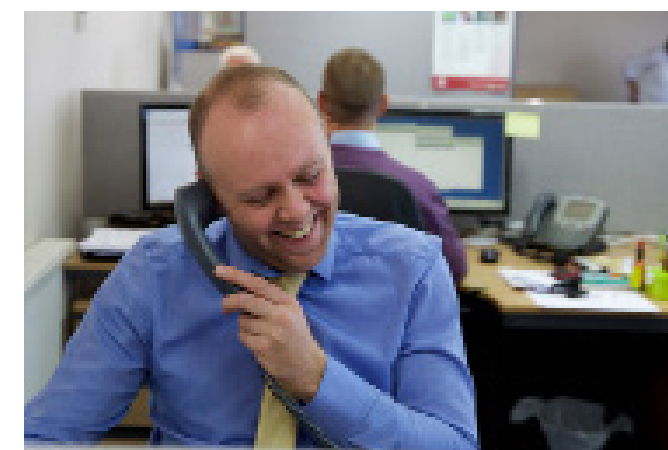
By providing solutions that lower your carbon footprint

- Systems that enable home and remote working, lowering the

number of business miles travelled and saving on CO₂.

We can't promise a mission statement so grandiose as "do no harm" but we will constantly focus on reducing the environmental impact of our business – passing on those benefits to our customers.

Because cloud computing should be greener computing.



Case Study: Burhill Golf and Leisure Group

Leisure Industry
Approx £100M + Turnover
Approx 600 users
UK, Nationwide



Burhill Golf & Leisure Group

Multi-Site Managed Services

Founded in 1926, the Burhill Golf and Leisure Group is a private, family-owned business employing over 1200 staff. Their portfolio includes 33 golf courses across 10 UK-wide clubs, as well as 19 sites of mini golf and soft play. Alongside the prestigious Burhill Golf Club, BGL group's brands also include Mr Mulligans, BUNKERS!, and Ninja Warrior UK – much-loved venues for young and old alike.

Following the success of their Mr Mulligans and Ninja Warrior brands, BGL group began an investment process to expand the brands into more cities across the UK. Doing so highlighted some fundamental deficiencies in their technology that needed addressing.

The Problem

Each BGL Group site requires many technology solutions to operate effectively. These include leased lines, wireless access points, PCs, EPOS terminals, CCTV, software, and networking equipment. Many of these solutions were provided by different vendors. As the number of sites swelled, so too did the complexity of the technology required to manage them.

“The problem we had is that historically we operated without a clear long-term strategy in place for IT” comments Bridget Jackson, Group IT Manager and Data Protection Officer for BGL Group. *“When problems arose, we reacted to them with short-term solutions that did not consider the bigger picture. Every site was therefore configured differently, making resolving issues incredibly time-consuming.”*

Without suitable IT resources, BGL sustained their growth by taking a reactive approach to issue resolution. Each site was treated as a siloed entity, independently configured using different hardware and a different approach. Despite having a long-term relationship with an outsourced IT support company, the skillset did not match the specific requirements of a multi-site leisure group such as Burhill, whose locations are a mix of remote rural and busy urban areas.

The result was a distributed IT environment which was impossible to manage effectively. This caused stress for the leadership team and throttled their ability to add new sites. In some cases, technology issues delayed opening dates of new locations by months. Without adequate resource in technical project management, these issues all fell on the IT manager's shoulders.

“At any one time, it was common to have IT issues at 60% of our sites.” continues Jackson. *“Those range from nuisances to crippling downtime.”* The sheer number of outages meant cumulative man-hours lost per year swelled into the thousands. Confidence in the incumbent IT support provider had been lost and an alternative was sought.



The Solution

“We reached out to several IT companies. Each brought their own expertise, but none of them could really match exactly what we needed, until we met entrustIT. They covered everything we needed, from hardware & software, to support. They also project managed everything meticulously which eased the burden on me.”

Following a successful trial period project managing the opening of two sites in the Adventure Leisure division, entrustIT was chosen as BGL Group's strategic partner.

In this partnership, entrustIT would assume responsibility for almost all areas of BGL's IT. This included project planning and management, opening of new sites, and consultancy. entrustIT's technical team handle management of the corporate networks, infrastructure, and security, as well as hardware procurement, configuration, and installation. They also handle vendor liaison, bringing BGL's large number of vendors together. Furthermore, entrustIT's UK-based ITIL helpdesk co-ordinates issue resolution as well as rapid response to problems at sites anywhere in the country.

In addition, using their own datacentre facilities, entrustIT provides private cloud facilities for some core services, resolving a security issue.

Throughout the implementation period, the entrustIT team outlined a project plan with steps and deadlines for each stage. Monthly meetings kept the BGL team well informed, and weekly email wash ups ensured that progress and issues were reported on regularly.

Commenting on the implementation, Bridget Jackson said: *“It's never easy to move providers after such a long time, and our leadership team did have their concerns, but the detail in the project plan coupled with the regularity of the communications meant that those anxieties were eased quickly. The approach was structured and well thought out, and in the end we need not have worried. Implementation was as painless as possible.”*

The Benefits

entrustIT's solution was a radical overhaul of BGL's IT infrastructure, standardising new sites with a single hardware and software mix and retrofitting older sites to be remotely manageable. Reducing complexity has led to a sharp decline in support issues as well as downtime.

BGL are provided with live dashboards showing data on service desk performance, as well as showing the areas of their infrastructure that are generating the most support issues. These statistics inform long-term strategy for improving IT performance. To date, the entrustIT team have resolved thousands of support tickets for Burhill, with an average of 93% positive feedback. In addition, BGL receive two dedicated account managers which cover general and technical issues.

“Whereas I'd become accustomed to having issues at 60% of our sites at any one time” says Jackson, *“now, that's down to less than 10%.”*

Reducing the complexity of each site also means that opening new sites is a significantly streamlined process. This means new sites open on-time, with fewer issues reported.

“The efforts of entrustIT have led to outcomes that seemed impossible only a short time ago. We’ve now got 98% uptime. Every new site comes with a detailed plan and opens on time and within budget. The amount of time I’m spending chasing and resolving support issues has dramatically reduced, and the partnership has freed up a lot of time for the administrative team, which they are grateful for.”

Above all, the strategic approach of entrustIT at Burhill means the business is now in a strong position for growth well into the future.

The Future

Thanks to the success of the Adventure Leisure division, which includes the brands ‘Mr Mulligans’ and ‘Ninja Warrior UK’, as well as the new and exciting ‘BUNKERS!’ brand, BGL is investing in a period of high growth.

“We want to have an Adventure Leisure location in every major town and city in the country. We’re currently in 20 cities and we’re adding more in 2024, including in Northern Ireland – our first foray away from the UK mainland. This growth is possible because we’re now confident we can deliver our new locations on time.”

Additionally, thanks to a reduced support burden, Burhill is now able to pursue some important projects. These will further improve efficiencies throughout the business, as well as making the company more secure and future-proof.

“Changing partner for something as important and as complex as IT is never easy. There was undoubtedly some apprehension. However, the team at entrustIT made the transition as painless as possible thanks to their communication and careful planning. Working with them has been such a pleasure. I now know several of their team personally, and I know that there’s always a human on the other end of the phone whenever I need them. Both myself, and our leadership team, are so grateful we made the switch”



Case Study: Bourne Group

Design & Manufacturing Industry
Approx £50M Turnover
Approx 170 users
UK, South



Bourne Group

Multi-Site Managed IT Services

Founded in 1946, Bourne Group is a distinguished, privately-owned specialist in manufacturing and construction, with a focus on steel-based projects. The company boasts extensive expertise in rail, parking, nuclear, and critical infrastructure sectors, having contributed to numerous high-profile developments across the United Kingdom.

Bourne Group's footprint is evident throughout the UK. In London alone, their projects outnumber the city's tube stations. Their influence extends to major UK airports, Network Rail, London Underground and the Crossrail project, significant energy sites, and numerous commercial, retail, and residential projects in the city.

Bourne Group has garnered numerous awards, particularly for their exceptional design and unwavering commitment to sustainability. They are proactive advocates for the re-use of steel and decarbonisation of the steel industry through the #SteelZero initiative.

Today, Bourne Group generates an annual turnover of £50 million and employs 170 staff across three sites in the South of England. As part of their strategic growth ambitions, Bourne Group identified the need to enhance their technological capabilities. To achieve this, they needed a partner they could trust.

The Problem

Bourne Group had partnered with a Managed Service Provider (MSP) that demonstrated strong potential, embarking on a big project to enhance IT security. However, the dynamics shifted when the MSP was acquired by a larger organisation.

"We quickly lost confidence in our new partner" recalls Howard Davis, Group Finance Director at Bourne. "Post-acquisition, the quality of service declined, and our interactions increasingly felt like sales pitches rather than genuine efforts to resolve our issues."

Within a few months of the new partnership, Bourne Group's board of directors identified significant concerns. Employees had lost confidence in the helpdesk's ability to resolve IT issues, leading them to avoid seeking assistance altogether. Instead, staff opted to work around problems, which resulted in growing discontent. This dissatisfaction was not only affecting morale but also hampering overall productivity.

Bourne Group had embarked on a comprehensive cloud migration with their previous IT partner, aiming to eliminate all legacy on-premise servers and transition to the Microsoft Cloud using Microsoft 365, SharePoint, and Azure.

"We had already identified a selection of projects that would move the company forward," continues Howard Davis. "Despite our best efforts, we couldn't gain any



momentum. Our IT consultants consistently found reasons to delay our projects, hindering our progress."

The result was a series of loose ends which left Bourne frustrated. Parts of the business had migrated to the cloud, while others remained on local servers, creating a two-tier environment with inconsistent functionality across the organisation. Bourne's leadership team struggled to secure proactive engagement from their IT partner. The focus seemed to be on addressing immediate problems rather than planning for the future. Bourne initiated the search for a new partner to drive their IT strategy forward.

The Solution

Bourne reached out to a handful of local MSPs for help. After a short selection process, they chose entrustIT as their partner of choice. The team commented during the selection process that they were impressed by the personable approach of the entrust team, as well as the fact they were very transparent about their working methods and requirements.

Bourne Group entered into a managed service agreement with entrustIT. Under this agreement, the entrust team would provide helpdesk services through their ITIL service team, along with consultancy and project management for Bourne's outstanding projects. Following a brief onboarding process of just one month, entrustIT began full-time support for Bourne. The positive impact was immediately evident.

"The noise of discontent we had begun to hear evaporated overnight," continues Howard Davis. "The entrust team swiftly assessed our architecture, and the entire onboarding process was seamless and unobtrusive. I didn't need to be involved—just handed over to entrust, and they made things happen. Moreover, our staff began getting their issues resolved promptly and regained trust in the helpdesk."

Upon completing the onboarding process, entrustIT's project management team focused on resolving the outstanding issues with Bourne Group's infrastructure. This included migrating on-premise servers to the cloud and decommissioning the outdated hardware, addressing problems within their Intune environment, and closing cybersecurity gaps. By finalising these projects, Bourne Group is positioned to pursue new ambitions, leveraging advanced technologies such as AI and PowerApps.

"We're finding it easier to implement hybrid working," notes Howard Davis. "Now that we've completed our transition to the cloud, our productivity has increased. In a competitive market, every small percentage gain makes a significant difference." As part of the agreement, entrustIT supplies Bourne Group with real-time data on key metrics, including helpdesk performance, hardware lifecycles, project progress, and spending reports. Combined with scheduled quarterly business reviews, Bourne now has unprecedented access to critical information, enabling more informed decision-making.

“We have a strategy and a delivery plan for the next 12 months,” says Howard Davis. “Our team has access to the necessary data and can reach key entrust personnel at any time. The entrust team is completely transparent and informs us if a target is unachievable.”

The Benefits

When Bourne selected entrustIT, they had three primary objectives: enhancing user satisfaction, completing their cloud migration, and defending against new security threats. Within 12 months, all three goals were achieved. Customer satisfaction, measured using Smileback®, reached 95%. All on-premise servers were retired, and the company is now on track to achieve Cyber Essentials Plus certification.

Bourne staff report increased productivity on construction sites. The improvements in hybrid working have also opened up the possibility of expanding their workforce to other parts of the country.

Given Bourne Group’s prominent position in the steel industry and involvement with critical infrastructure, they are a prime target for malicious threat actors. The proactive measures taken by the entrustIT to eliminate vulnerabilities ensure that Bourne is well-protected against an increasingly challenging threat landscape.

“I used to have an underlying fear when I thought about our IT” expresses Howard Davis. “Were we really protected? Were we keeping pace with the industry? Was this really the best we could expect? Our previous partner couldn’t ever give us clear answers, so my concerns only grew. I don’t have those concerns anymore. You can’t put a price on a calm mind.”

With technology on an even keel and a clear plan for the future, Bourne can focus on what they do best: building incredible infrastructure.

The Future

Following several turbulent years in the global economy, Bourne Group aims to capitalise on newfound market optimism to drive growth. With a comprehensive five-year plan, the company is committed to streamlining operations to seize new opportunities.

This includes IT, where a concerted effort is being made to remove unused or inefficient services and clearly document all processes to eradicate single points of failure.

“We want to be in a position where every area of the business is as lean and efficient as possible. We’re excited to expand our use of PowerApps, and explore the use of AI and data to give us detailed insights on our company and our market.”

With a period of growth anticipated, Bourne now have a stable platform to take advantage of opportunities, safe in the knowledge that their technology can now meet any challenge.



Case Study: Harvey Jones Home

Retail and Manufacturing Industry
Approx £20M Turnover
Approx 130 users
UK, Nationwide



Harvey Jones Home

Multi-Site Hosted Workspace

Harvey Jones Kitchens has been established for more than twenty five years, and in that time have designed and hand crafted 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 Problem

“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

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.”

Case Study: Click Netherfield

Design & Manufacturing Industry
Approx 90 users
UK, Scotland



Click Netherfield

3D Design Desktop

For nearly twenty years, ClickNetherfield has designed and built glass display cases for some of the world's best known museums. Boasting clients such as The British Museum, Science Museum and the Musée du Louvre, as well as a Royal Warrant from His Majesty The King, it is clear that ClickNetherfield are leaders in their field.

Based in Livingston, Scotland, ClickNetherfield exports all over the world and their international operations require global access to design data.

The Problem

ClickNetherfield design all of their museum showcases inhouse, which requires high-performance workstations and many highly skilled staff to operate them. ClickNetherfield's solution was to increase the size of its design team – but they needed a solution for providing these new staff with the tools for the job.

“We had previously handled all of our IT needs on-site” comments Andrew Paul, Business Systems Analyst at ClickNetherfield. “Whilst that had worked, we were conscious of the large costs associated with CAD workstations and how that could be supported considering our goal was to increase our workforce.”

ClickNetherfield tried a number of avenues, including outsourcing to other design studios. However, they still wanted full control over their data, and could not guarantee its safety in an outsourced scenario.

They eventually came across entrustIT, who had exactly the solution to fit their needs.

The Solution

When ClickNetherfield came to entrust and described their problem, the technical team had exactly the right answer. Experience of dealing with clients with similar issues to ClickNetherfield highlighted that they needed a solution that could provide access to CAD computing power, all over the world, at a fraction of the cost of the competing solutions.

The answer was 3D Design Desktop. The solution has won many plaudits since its introduction to the UK market in 2016 and promises design companies with power and flexibility that was previously thought impossible.

3D Design Desktop is a Cloud Workspace accelerated with high-performance graphics. Using custom built, high performance servers with specialist GPUs for improved rendering, the 3D Design Desktop allows complex 3D designs to be created and previewed in a virtual environment accessed from base model PCs wherever in the world the user happens to be.



Because the 3D Design Desktop is cloud based, all it requires is an internet connection. The user connects using whatever device they happen to possess, and can work on CAD designs as if they were using a high-performance workstation. What's more, entrust were able to lock down design files to remove the user's ability to download them from the cloud environment, thus keeping ClickNetherfield's intellectual property protected.

The Benefits

“entrustIT worked closely with our IT team, as well as some of our other technology suppliers, to ensure that the 3D Design Desktops were configured exactly to our specified requirements” says Andrew Paul. “The results have been fantastic. Using 3D Design Desktop, we were able to open up our design team capacity globally and the feedback we have received from our team is tremendous. They love working with 3D Design Desktop.”

ClickNetherfield also introduced 3D Design Desktop to some of their design contacts around the world and were surprised to receive offers for freelance work.

3D Design Desktop gives ClickNetherfield unparalleled flexibility. They are now able to recruit designers from all over the world and keep their capital expenditure at a reduced, predictable monthly cost. Furthermore, all entrust hosted desktops include unlimited access to our support services. Our UK based engineers are all Microsoft certified and most support issues can be solved over the phone – allowing ClickNetherfield's designers to keep doing just that.

“From our very first contact, entrustIT have been efficient and detailed communicators. The setup process was lengthy, but very smooth and I cannot fault the helpdesk – they are always on hand to fix problems as they arise. What's more is we have regular account management calls where we work to find the next way we can push our technology forward. I'm really pleased with the progress so far.” Continues Andrew Paul.

Roadmap

“Be not afraid of growing slowly, be afraid only of standing still.”

Every successful organisation requires a plan. A clear goal and a pathway to arrive at it. A reason to get out of bed in the morning.

Our business is built on a long-term strategy of two distinct phases: organic growth and acquisition-led growth.

We are on a continuous drive to find organisations that are desperately in need of assistance with the latest in cutting-edge technology to accelerate their productivity. This is part of our organic strategy and is a never-ending, ongoing process.

However, we also actively seek IT businesses whose values align with ours and who are in need of some assistance to reach the next level, to join our group of Managed Service Providers.

entrustIT is an ever-expanding group of IT Service Providers that deliver a mix of cloud and traditional IT environments.

For IT businesses that feel they have reached a plateau and need help to push onto the next level, or if the management would like to move onto new challenges, we can help.

We will continue our progress until we reach our goal of a sprawling network of Managed Service Providers covering all regions of the United Kingdom - and then we will push beyond.

Join us on our journey.





Our Solutions

entrustIT are proud to deliver an industry-leading broad portfolio of IT services, both traditional and cloud-based.

We worked hard to make cloud and simpler and more cost-effective option than it has been in the past, and many of our customers marry cloud based infrastructure with a traditional, on-site approach.

With a large range of services, we can provide the best IT solutions for a wide variety of organisations from legal firms or design agencies to education and even retail and Not-For-Profits or charities. Our products are flexible and can be tailored to fit your needs by our experienced team.

As relationships are built on trust, we will never recommend a solution that we do not think will be beneficial to your business.

Where there are options; we will take the time to explain the pros and cons of each; we will offer a recommendation but the final decision will always be yours.

IT Transformation

- Infrastructure and Hosting
- Cloud Migration
- Microsoft Cloud
- Digital Transformation

IT Operations

- IT Support
- On-Premise IT
- Connectivity & Comms
- Monitoring

Cyber Security

- Cyber Essentials
- Response
- Defence

Smart Buildings

- Access Control
- CCTV
- Smart Sensors
- Small Works Electrical

Careers

Your life at entrustIT

At entrustIT, we see potential, not just positions. Join a collaborative team on a dynamic journey shaping the future of technology.

Your skills and expertise, combined with our shared values, propel us forward. Here, your voice is heard, your contributions valued, and you have the chance to be part of something bigger than yourself. Embrace a culture where individual growth translates into impactful results for our group, and the amazing businesses we serve.

What can we offer you?

We value the people who work with us, which is why we work hard to make working with us rewarding:

- A competitive pay package
- Minimum 22 days holiday, with days added every year of service
- On-site free parking
- Company pension
- Free food, drinks, and other refreshments
- CPD opportunities and leadership training
- An opportunity to be a critical part of a growing business

What are we looking for?

To be part of our team, you will need to have the following characteristics

- Honesty and integrity
- A willingness to work hard and get results
- A calm, polite, friendly manner
- Enthusiasm and energy
- A motivation to build a successful career in IT

As a family business at heart, we want our staff to feel a part of the family too. If you're willing to work hard for us, we'll work hard for you. We'll work hard to ensure you have all you need to succeed. We'll work hard to ensure your opinion matters and your voice is always heard. Most importantly, we'll work hard to make sure you have a great time working with us, and make some friends for life.







Our Partners and Accreditations

Microsoft

entrustIT is a Tier-1 CSP for Microsoft and Silver Hosting partner. We are also 365 experts - helping you to get the most from your investment.

Sophos

Sophos is our preferred partner for security solutions. We are a Sophos Gold Partner, and Sophos is one of the world's leading AV and anti-ransomware platforms.

Veeam

Veeam is our preferred advanced backup

and DR solution and we are a Veeam Silver partner.

Citrix

Citrix are the market leader in responsive mobile workspaces and are our major partner for creating a cloud workspace. entrustIT are an authorised Service Provider and a Cloud Service Provider (CSP) with Citrix.

ISO 9001 / 27001

entrustIT are ISO 9001 and ISO 27001 certified. ISO certification is testament to our drive for better outcomes for our customers and better security too. We were first certified in 2014 and have

retained our certification every year since.

Mimecast

Mimecast is the global leader in email security. We are a Mimecast registered partner.

VanillaIP

VanillaIP is our preferred partner for VoIP telephony solutions.

Eagle Eye Networks

Eagle Eye Networks are a global leader in Cloud CCTV technology. Their

innovative AI-augmented cloud platform is a game changer for physical security. entrustIT is a leading partner in the UK and globally.

G-Cloud / Cloud Commercial Service

entrustIT are a HM Government G-Cloud and Cloud Commercial Service supplier, making us a preferred partner for the public sector.



Our Partners and Accreditations



HM Government
G-Cloud
Supplier



Crown
Commercial
Service
Supplier

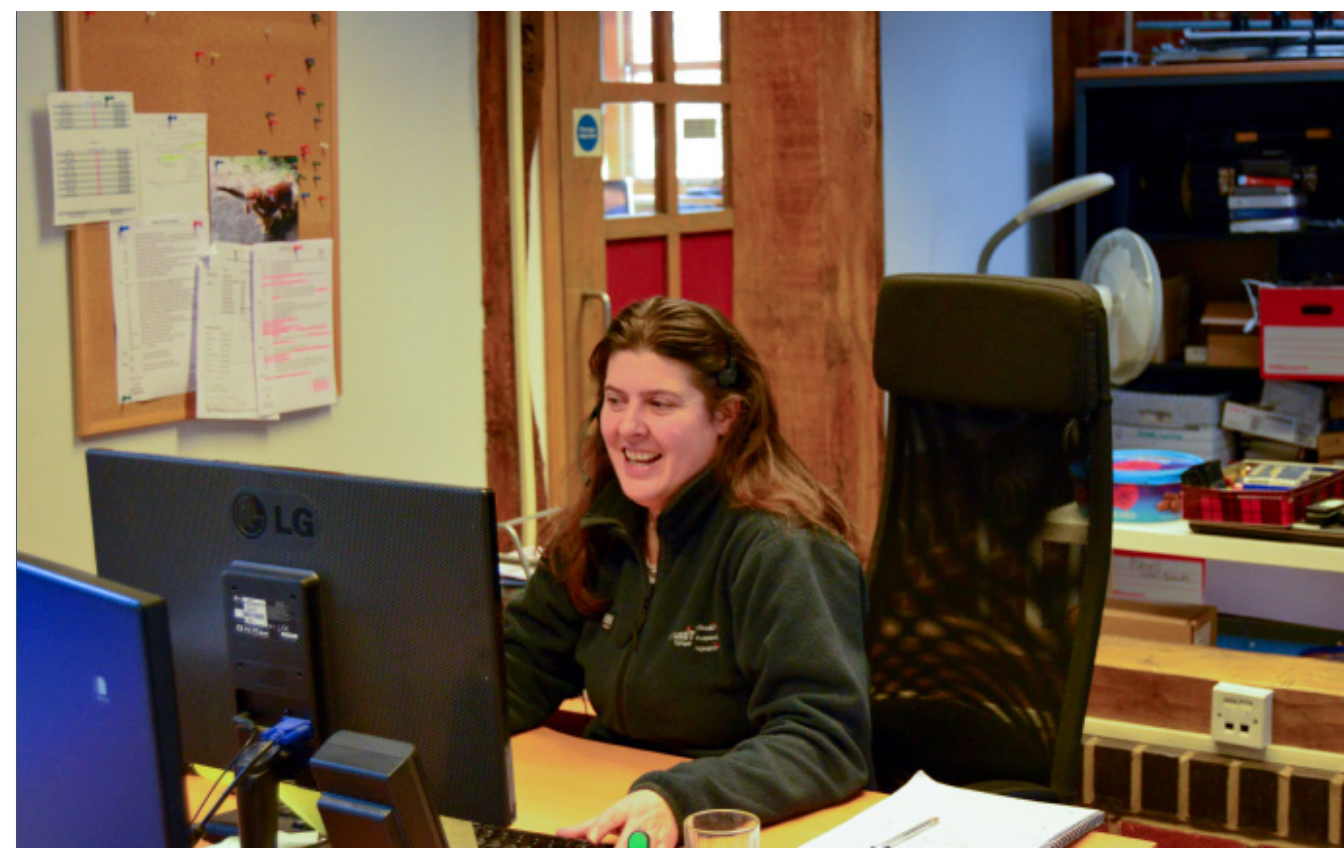


ninjaOne



Authorised
supplier for





Are you ready?
Let's Talk.



Thank you for taking the time to read this book. We hope that it has given you an insight into entrustIT, our people, and our values.

We are a forward thinking organisation, driven by our desire to deliver excellence to those that trust us with their precious IT infrastructure.

Our growing network of IT Managed Service Providers allows us to deliver a wide-reaching service across the UK and USA, without losing that local feel that puts people at ease.

If you are a prospective client, we would love to show you how we can make your business run better. If you are thinking of joining our team, we eagerly look forward to meeting you. If you are considering partnering with us, we are excited to gain your trust.

We are on a journey to make IT better. Join us.

Jeff Dodd
Group CEO

A stylized, handwritten signature in white ink, appearing to read 'Jeff Dodd'.



UK Head Office: Ground Floor, The Doughty Building, Crow Arch Lane, Ringwood, Hants, BH24 1NZ

t: +44 (0) 330 002 0045

e: enquiries@entrustit.co.uk

OTHER LOCATIONS

Surrey (UK) | Lower Barn, 4 Hillside Road, Aldershot, GU11 3NB

West Sussex (UK) | Midrange House, Charlwoods Road, East Grinstead, RH19 2HG

Midlands (UK) | The Old Rectory, Main Street, Glenfield, Leicester, LE3 8DG

Boston, MA (USA) | One Boston Place, Suite 2600, Boston, MA 02108