

Client Case Study

TES

About TES:

Industry:
Water and Power Technology Engineering

Website:
www.tesgroup.com

of Managed Users:
120

TES, is a water and power technology engineering company specialising in critical infrastructure, headquartered in Cooskstown, Co.Tyrone. Recently ranked as the third fastest-growing business on the prestigious Fast Growth 50 Northern Ireland list, recognising their exceptional growth trajectory over the past three years. TES first reached out to us in 2021 to help upgrade their IT Infrastructure and to provide ongoing IT support to their 200+ workforce.

Client Challenges:

TES experienced rapid growth, leading to increased demands on their IT capacity impacting performance - they were physically running out of space on their servers. We conducted an extensive audit of their existing IT environment and took a strategic approach to identify and understand their immediate and longer-term business needs.

- Security requirements to ensure they were in adherence with industry compliance.
- Operating systems requiring updates to remain supported.
- Ongoing performance issues with network connectivity and Wi-Fi.
- All upgrades had to be carried out in a timely manner to minimise downtime for their end users and to not impact business operations.

Key Outcomes:

-  IT strategy aligned with business objectives
-  Fully Managed IT Support and 24/7 system monitoring
-  Full server refresh with onsite and offsite backups
-  Increased Productivity - **2.5X** increase network performance; **4X** times faster wireless connection
-  Robust Cybersecurity solutions
-  Cyber Essentials certification

The Ionic Solution

Ionic fulfils two primary roles for TES. Firstly, as their go-to IT partner, we provide general systems development and strategic assistance to ensure that IT systems are both effective and compliant. Secondly, it provides day-to-day 24/7 IT support.

Since partnering with Ionic, TES has improved its on-premise and cloud storage solutions, and both onsite and offsite backups with a full disaster recovery plan now in place. These upgrades have been crucial in enhancing resilience and business continuity.

Furthermore, the network's scalability supports TES for future growth.

We also supported them in achieving their Cyber Essentials certification. This enables them to benefit from industry best practices in cybersecurity controls and procedures, enhancing their defense against cyber threats.

Their IT roadmap is supported through regular communication and touch points with their leadership team, transforming IT into a proactive business enabler.

“Ionic has been key in boosting our IT resilience and business continuity. As our go-to IT partner, we really appreciate how the team at Ionic takes the time to get to know our business and listens to us. They make improvements that turn our IT into a real value driver and get it ready for future growth.”

Gary McLorn, Head of Marketing and Pre-Sales

Results

1 Optimal Network Performance

- Upgraded core network switching to 10GB & throughput increased **2.5X**.
- Wireless network upgraded to the latest Wi-Fi standards - **4X** faster.

2 Increased Security

- Enhanced network segregation for improved security.
- Prepared for future growth and protected against modern day threats.

3 Comprehensive Disaster Recovery Plan

- Deployed a new Dell PowerEdge Hyper-V replication solution.
- Complete disaster recovery solution secured on-premise and via cloud replication/ backups

4 File and Data Structuring

- Improved usability and conformity through new file and data structuring ensuring controlled access to company data.

5 Minimal Disruption

- All work completed outside business hours to ensure business operations continued as normal.

6 Proactive IT Support

- Ongoing 24/7 IT support with automations for security and performance improvements.
- Upgraded to the latest operating systems.