

Case Study

Broadband disaster avoided

Customer



Industry

Manufacturing

Location

Cardiff, South Wales

Number of employees

54

Challenge

- Broadband connection failed
- No access to business critical emails

Solution

- Cloud-based services
- Microsoft Office 365

Results

- Instant access to business-class emails
- Business Continuity

WHERE'S MY TENDER?

G&J Engineering has grown steadily during the last 25 years, providing mechanical and civil engineering services to the water, gas, petrochemical and steelworks industries across the UK.



High levels of personal service have ensured that much of the company's turnover comes from repeat business. The company works hard to build and maintain excellent relationships with customers and their attention to detail ensures that complex projects are completed smoothly and efficiently. So when their broadband connection failed their business ethos failed with it, as the lack of email service prevented G&J Engineering from delivering the excellent customer service they are renowned for.

"We couldn't believe it, we came into the office one morning to discover that we couldn't send or receive emails. Fortunately the IT Technicians at Amitech IT were already on the case."

Amitech IT were already aware of the problem due to their proactive advanced monitoring system, and contacted G&J Engineering to investigate. After conducting a few initial tests over the phone, Amitech IT identified the problem and instructed the customer to contact their internet service provider.

CLOUD SERVICES YOU CAN TRUST

Armed with the knowledge that their systems were not the issue, G&J Engineering contacted their ISP who confirmed that the fault lay within their systems.

It became apparent from the ISP that the problem could not be easily fixed and that G&J Engineering were facing a long stint without access to business critical emails. Needing a resolution fast, an alternative solution to get their emails operational was required.

On the advice of Amitech IT, G&J Engineering purchased mobile internet dongles for their users which were installed with the assistance of Amitech IT's technicians. Once they had access to the internet, Amitech IT assisted with rerouting email to a Cloud based solution – Microsoft Office 365.



FAST, RELIABLE AND SECURE

Mobile dongles are easy to use and install and allows users to connect to the internet without the need for broadband, ideal in this time critical situation. Amitech IT assisted G&J Engineering accessing their emails through Office 365, Microsoft's cloud based solution, allowing users to access their emails anytime, anywhere, as long as they had an internet connection.



Business-class email and calendaring put you in sync



Online conferencing puts everyone on the same page



Extend your reach with simple, more secure file sharing



One familiar experience, even on the go



Security, compliance, and privacy you can trust

OPERATIONAL ONCE MORE

With Office 365 and their mobile dongles, G&J Engineering were up and running within the hour, with uninterrupted access to their email, calendars, and contacts. Office 365 will continue to enable G&J Engineering to maintain business operations at all times. G&J Engineering came close to experiencing the crippling business impact of systems failure, but thanks to the assistance of Amitech IT, business continuity concerns are now a thing of the past.