A long established family Builder delivering exceptional quality and service throughout Merseyside, Cheshire and Lancashire

Yellowbus help Fawley Construction migrate to Office 365 and Managed IT Support (MSP)

Many IT companies forget that the organisations they deal with are not as tech-savvy as them and accordingly find it difficult to explain their solutions and services in terms that are relatable to the customer's business problems. This can easily lead to misunderstanding and dissatisfaction causing an inevitable breakdown in the relationship.

Fawley Construction, based in Merseyside, is a well respected building contractor focusing predominantly on the Social Housing sector. The company continues to uphold high standards of workmanship with its traits of open and honest dialogue and pride in the work they do. Working as Principle Contractor or as an integrated team, Fawley Construction utilises its well managed Supply Chain to deliver innovative solutions to this ever changing sector.

External IT partner

In 2014 the company was looking for an IT partner as Paul Hannant, Construction director at Fawley's explained. "We had previously looked after our IT internally, but with the company growing we knew we needed to find a professional partner that we could rely on for our IT support and supply. We talked to a few organisations and individuals before eventually deciding upon Yellowbus.

"They came in, listened to where we were at and where we wanted to be and proposed a solution in non-tech speak. This approach filled us with confidence as

we are not IT experts and needed someone who could understand our problems and solve them for us without blinding us with science."

Maximising the return from IT investment

Fawley's had been using Microsoft Small Business Server (SBS) for their main office productivity systems but as this was no longer supported by Microsoft they needed to move to a new platform. Yellowbus proposed migrating their systems and data to Office 365 and Managed IT Support (MSP) to provide an integrated, resilient and secure solution that could be accessed by all Fawley staff via a Web browser, irrespective of location.

"This proved important to us," said Paul. "It allowed us to give access to our systems to our onsite staff - not only those in our office. This helped improve productivity, communication and the service we provide our customers."

The SBS is still utilised for lesser services and support for this as well as all the other IT requirements is provided by Yellowbus under their comprehensive managed support service MSP. This delivers total technology support and management for a fixed monthly cost. Yellowbus effectively become the IT department and work with the customer to ensure the return from their technology investment is maximised.

Get on with running the business

"Yellowbus have really impressed us," concluded Paul. "Whenever we have a problem they will investigate it and find a fix in the quickest possible time. With our Managed IT Support agreement they effectively own any problem and deal with it from beginning to end, leaving us free to get on with running our business.

"We are now working in partnership with them to develop our IT investment further by looking at newer and more resilient and flexible technologies to support the business going forward."