

Food Production Company

The Client



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50 Users

Key Outcomes



Rapid Recovery and Business Continuity



Peace of Mind and Confidence in IT Infrastructure



Client Satisfaction and Trust

Introduction

For companies manufacturing products, any downtime can have a big disruption to their production, client service, and ultimately their success as a business. Our client, a food production company with over 50 users, faced a crisis after a faulty server update threatened the continuity of their IT and business operations.

The Challenge

The company needed a rapid response as the server malfunction had immediately begun threatening their tight production and shipping schedules, which also had a knock-on effect on their inventory management as their products were highly perishable.

The Solution

Previously, 1Office had implemented a disaster recovery solution for the client with an offsite backup and a secondary server. When this crisis struck, this foresight paid off, with our team being able to rapidly deploy the recovery plan; within the hour of the incident being reported, our client was back up and running again. Not only was the crisis brought to an immediate resolution, it also gave our client deeper peace of mind about their IT infrastructure and business continuity solution after it was brought into action. Our client was able to immensely minimise the potential disruption to their work and its financial consequences.

To Conclude

The client was delighted with the rapid response and the critical difference that it made. It gives us pride to serve our clients as protectors of their IT environment and operations, giving them the peace of mind and uninterrupted focus that they need to thrive and focus on what they do best.



“We have been using 1Office for the last 3 years for our complete IT infrastructure within our business. We have been very impressed with their approach to solving IT issues and the speed to which they get the work complete. This has had a very positive effect on our daily operations!”

-Andrew Renwick