

Case Study - Harvey Jones Kitchens

Luxury Handmade Kitchens

Harvey Jones Kitchens has been established for more than thirty five years, and in that time have designed and handcrafted 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 31 in just 8 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 Challenge

“Our business is spread throughout the UK with a limited number of staff in each location” comments Darren Woolsgrove, Chief Operating Officer at Harvey Jones. “Their primary job is not IT related and therefore any IT issues are a distraction. We needed to provide them with a method to fix IT issues when they arise.”

With virtually no in-house expertise, Harvey Jones took the decision to partner with a specialist IT service provider – and to adopt a hosted solution. “Once we agreed that we were going to a hosted solution, we searched for a provider that could offer both a hosted desktop solution and on-site support, entrustIT offered that.”

The Solution

The solution proposed by entrustIT sought to provide Harvey Jones with reliable on-site infrastructure in their showrooms. Each showroom underwent a technology audit and appropriate hardware was installed ranging from new workstations, to upgraded wireless internet and even cloud enabled CCTV cameras.

As part of the package, the technology is supported by entrustIT’s team of engineers. Should anything go wrong, an engineer can be on-site that same day to get the showroom back up and running.

The showrooms became more interconnected than ever and the on-premise hardware complemented a hosted desktop solution which work in tandem to provide Head Office with better centralised control over their showrooms.

The Benefits

Harvey Jones’ core business is designing and building handmade kitchens. With an entrustIT hosted desktop and on-premise package, Harvey Jones can focus on their core business, as any IT issues will be resolved by qualified engineers.

“We now have a reliable IT infrastructure in each of our showrooms without having to spend large amounts of money providing it or staffing it internally” continues Darren. “We regularly conduct surveys among all our staff and they always rate entrustIT very highly – it is clear they really value the support they receive.”

As Harvey Jones has grown and added showrooms, entrustIT have ensured that each showroom has the best possible IT infrastructure.

Because being online is crucial to Harvey Jones’ business, keeping on top of any IT issues is a top priority. The entrustIT solution ensures that this is possible.

“The support we have received along the way has been exceptional. I am never concerned that if something isn’t working that it won’t get fixed. Says Darren. “From the top of entrustIT to the bottom, both managers and staff understand the importance of being ‘always on’. This promise is taken very seriously, the business implications of downtime are understood and if there ever are any problems, entrust will throw everything at it.”

Summary

- Remove your IT worries – entrustIT will ensure your premises are augmented with the best equipment you can get
- Ongoing partnership – entrustIT manage integration and setup of new showrooms. Our partnership with your company is ongoing
- On-Site support – should you encounter any problems, engineers can be out to your site the same day
- Unlimited helpdesk calls – entrustIT support line is monitored constantly so you can get the help you need

“entrustIT have provided us with the peace of mind that any on-site IT issues we have in our showrooms will be resolved with utmost urgency. The requirement for our business to be ‘always on’ is taken very seriously and I know that if we have any problems, the team at entrustIT will throw everything they have at it to ensure it is fixed swiftly. The support we have received – and continue to receive – has been exceptional.”