

Case Study - Harvey Jones

Client Profile

www.harveyjones.com

Industry: Retail and Manufacturing

Turnover: approx £20M

Staff: approx 130 users

Locations: UK, Nationwide

Luxury Handmade Kitchens

HARVEY JONES

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 Problem

“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 decided 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 Woolsgrove. “We regularly conduct surveys among all our staff and they always rate entrust IT Group 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 entrust IT Group solution ensures that this is possible.



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"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 ensure that Harvey Jones' premises have the best technology mix for their needs.
- **Ongoing Support** - entrustIT have worked together with Harvey Jones since 2010. Our relationships are for the long-term, constantly evolving.
- **On-Site Support** - entrustIT field engineers are available to attend site on the same day to resolve critical issues.
- **UK-based Helpdesk** - entrustIT's helpdesk is available up to 24x7 and is staffed by friendly and competent engineers in the UK.

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."

Darren Woolsgrove
Chief Operating Officer
Harvey Jones Kitchens



Find Out More
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