

You've got me booting up

with excitement!



TECHSTORE - CASE STUDY

Customer overview

A leading provider of Building Energy Management services.

The Challenges

The business employing thirty-eight members of staff required a simpler way to manage IT equipment and software subscriptions. As the company grew, their IT team struggled with time-consuming tasks such as ordering devices, configuring equipment, managing renewals and dealing with ageing hardware.

Key Challenges

1. Subscription Complexity

The client used Microsoft licensing and several specialist tools, but renewals and invoices came from multiple vendors. This made it difficult to track usage, control costs or maintain visibility.

2. Hardware Procurement Delays

New starters and equipment refreshes required sourcing, configuring and shipping devices quickly—something their internal team couldn't always keep up with.

3. No Clear Lifecycle Management

The business had no structured process for handling device faults, replacements or recycling, leading to wasted time and unmanaged ageing equipment.

The Sussex TechStore Solution

Sussex Tech Support introduced the Sussex TechStore, a central service where local businesses can easily procure and manage all IT hardware and software.

1. Streamlined Software Subscriptions

We now supply and manage all the client's Microsoft and third-party licences, providing:

- One simple monthly bill
- Managed renewals
- Accurate scaling as staff join or leave

This removed administrative burden and ensured licences remained compliant and cost-effective.

2. Fully Managed Hardware Supply

For every new starter or refresh, we:

- Specify the correct laptop or desktop
- Configure, image and prepare the device
- Deliver next working day
- Provide all required peripherals — monitors, docks, keyboards, mobiles and more

This ensures fast onboarding and consistent device standards across the business.

3. Complete Device Lifecycle Support

Throughout each device's life, we:

- Handle hardware issues
- Assist with repairs and warranty claims
- Arrange trade-ins and responsible recycling at end-of-life

The client benefits from predictable device management and reduced e-waste.

Customer Testimonial

“Using the TechStore takes away the hassle and time of managing our IT hardware. Pricing is always internet competitive and there is a quick turnaround from order to delivery of equipment, configured and ready to go. Highly recommend! Mike B (MD)”