

# CASE-STUDY

## Customer overview

A Sussex based award-winning PR, marketing and representation agency specialising in travel, tourism and leisure.

## The Challenges

The business had used a local firm for IT support for a long time. The Directors felt that they weren't getting a proactive service, just tickets resolved.

## Objectives & Goals

To ensure that the Microsoft 365 environment was configured correctly and in a secure manner. To liaise with the end users and resolve their outstanding 'issues with IT'.

## Services Provided

- Microsoft 365
- Microsoft 365 Advanced Security Protection
- On-going Managed Support Service
- Cyber Essentials Certification



## Results & Outcomes

The customer's Microsoft 365 environment has been made more secure allowing them to achieve their Cyber Essentials Certification. Users have received Cyber Awareness Training and are more comfortable using the core Microsoft applications.

## Customer Testimonial

"I can only echo what your other customers have said - an excellent service that is streets ahead of our previous and longstanding tech support company. It seems to me that the key to having your tech work is to have it set up properly in the first place, which Sussex Tech do quickly and efficiently for each new member of staff. After that, any teething issues are minor and quickly resolved, and there is regular positive dialogue on new developments and innovations to further improve service. Feedback from our whole team has been uniformly positive. Recommended!"