

Comprehensive IT Support Service for du Boulay Contracts

Background

du Boulay Contracts specialise in the commercial fit-out and refurbishment sector of the construction industry. Over 35 years, they have built a reputation for exceptional quality fitting for licensed premises including restaurants, bars, pubs and nightclubs. With contracts ranging from £200,000 to over £1m, they have also completed many projects for offices, casinos, hotels, airport lounges and high street multiples.

Project IT Support

du Boulay employs 20 people who often work remotely on client sites, handling complex projects, frequently under tight deadlines. Every day they co-ordinate designers, planners, project managers, suppliers, deliveries and clients. The business relies on Accountancy software, Microsoft Office, Imaging software, planning tools and email to function and deliver on their excellent reputation for quality of service and communication. M2 Computing have provided du Boulay with IT consultancy and support for over two years, ensuring the business operations continue to run smoothly.

No More Downtime

Three years ago, prior to the relationship with M2 Computing, du Boulay experienced a full server failure, which took over a week to recover from. The downtime caused by this failure, had a negative impact on suppliers, contactors and clients. To avoid this situation arising in the future, M2 Computing recommended the M2 Cloud back up and disaster recovery solution from business continuity specialists Datto. This solution uses virtualisation to create a complete disk image of all software and systems, and this ensures that should the server fail again or a file is deleted in error, du Boulay can have access to all their data and complete systems in under an hour.



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David Budd, Financial Director

Additional Archive Capacity

du Boulay hold a large number of photographic images from each project. These images need to be securely stored and retrieved in the event they need to be accessed at a later date. These images were taking up valuable capacity on du Boulay's main server. With the new back up solution installed, these images could be sectioned off in the hardware memory and archived, freeing up vital space on the main server. In addition, the images are also backed up to the cloud, protecting them from any local hardware failures.

Microsoft Office 365 for More Reliable Mail

Earlier this year, du Boulay transferred their email service to Microsoft Office 365. This provides du Boulay with the reassurance, that emails can always be accessed remotely regardless of any local issues. Project managers can also access their project critical emails easily via their mobile devices.

Summary

M2 Computing provide a complete IT support and consultancy service for du Boulay giving them the tools to drive productivity and improve their performance. **David Budd, Financial Director, du Boulay concludes “We have used many different IT support companies over the years and without hesitation would say that M2 Computing provide the most comprehensive service of them all. Their support staff are excellent with a speedy response to any issues we may have and the directors are on hand should anything more serious need resolving. As a growing business we need to keep up with the latest technology and know that M2 Computing will maintain our system at its optimum level with new ideas and products. We have recently made a partial move into the Cloud and it has proved a seamless operation with the technical skills of M2 Computing.”**