



CASE STUDY

InstaGroup

It's not about the quality of the technology, it's the quality of the people. Ultima hires quality people and develops them to look ahead. They don't just sit there and 'milk their assets' - they are always moving forward.

- Group Business Systems Manager, InstaGroup

The Requirement

InstaGroup's operating environment has evolved rapidly in recent years; from an industry based on face-to-face meetings and phone orders, to one where the lion's share of day-to-day operations are carried out online. The firm fulfils orders from major construction companies throughout the country and is in constant communication with major energy suppliers. This shift to transacting the majority of its business online has presented challenges for InstaGroup. With approximately 80 employees, the company falls into an all-too-familiar chasm – too small to warrant enterprise-grade IT solutions, but too big to make do without bona fide IT infrastructure and support.

While InstaGroup successfully managed the transition to a digital-first company, Ken Packwood, Group Business Systems Manager, ultimately felt that enlisting the help of managed services provider would be in the best interests of the organisation.

The Solution

InstaGroup's relationship with Ultima evolved organically over several years. Initially, Ultima delivered on-premise infrastructure support, monitoring key server and network infrastructure. Powered by NetIQ AppManager, Ultima's ability to deliver 24x7x365 support enabled InstaGroup to schedule updates with the minimum risk to its operations at the most convenient times.

Impressed by Ultima's experience and capabilities, Ken's team adopted a case-by-case approach, using existing refresh cycles to migrate systems to a managed environment. When the firm's local exchange was struck by floods, InstaGroup and Ultima worked together to create a hybrid mail solution, leveraging the organisation's existing investments in on-premise infrastructure, and adopting Office 365 in order to leverage the inherent resilience offered by the cloud.

InstaGroup

Employees 80

Sector Energy efficiency, renewable energy and acoustics

InstaGroup works at the forefront of the energy industry. In the early 80s, the firm spotted a gap in the market and became a system designed of insulation products. More than 30 years later, InstaGroup operates a network of installers, the Snug Network, improving the efficiency of UK homes, as well as running an international team delivering flooring and acoustic solutions.

www.instagramroup.co.uk



The Solution

Following on from the success of the shift to a hybrid mail deployment, InstaGroup approached Ultima to explore cloud-based backup and disaster recovery solutions. Ultima used a combination of Backup Exec 15 and Microsoft Azure to provide a comprehensive backup and disaster recovery solution for InstaGroup.

Why Ultima?

- **Reliability of Infrastructure** - InstaGroup is operating in an increasingly digitally-centric environment. By utilising Ultima's services, InstaGroup has been able to ensure the reliability of its infrastructure, while at the same time, maximising the efficiency of its in-house IT resources.
- **Iterative Approach** - Rather than jump head-first into a fully managed environment, InstaGroup has worked with Ultima to refresh infrastructure on an ongoing basis. This iterative approach has allowed Ken and his team to evaluate the benefits of each solution, based on the needs of the organisation at the time.
- **Cutting Edge Technology** - InstaGroup is now utilising some of the most cutting-edge technology on the planet, but the company's head of IT says that the relationship with Ultima extends far beyond IT capabilities. "Ultima hires quality people and develops them to look ahead. They don't just sit there and 'milk their assets' - they are always moving forward."

About Ultima

Ultima's mission is to become the trusted long term IT partner of UK businesses by providing robust, reliable and flexible solutions which bring real business benefit.

Ultima's services-led proposition delivers a range of refreshed IT solutions designed to address the latest business needs including Cyber Security, Risk, GDPR (General Data Protection Regulation), Mobility and Cloud.

Based on an integrated delivery model encompassing Fulfilment, Professional Services and Managed Services offerings, Ultima provides a seamless service experience for all their customers.

If there are any problems out-of-hours, Ultima will endeavour to resolve them before we get to the office. Sometimes there are faults that we just don't have the in-house expertise to address. We could probably resolve any given problem; but we start so far back; whereas Ultima, with their pool of experts, have the right person for any given subject matter.

Group Business Systems Manager |
InstaGroup

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