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IT - Telecoms - Technology

How Syn-Star partnered in-house IT support with specialist expertise to pull a leading arboriculture group into the modern age of technology

Issues Experienced
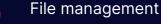
✓ Scaling IT to grow alongside their business

✓ Connectivity

✓ File management

✓ Remote collaboration

More about them

This leading arboriculture group is a Petersfield-based company providing specialist forestry services to major clients including Network Rail, the National Trust, Forestry England, and Crown Estates.
With a strong record of success over 20 years, they have been applying industry-leading expertise to implement innovative and efficient solutions that surpass expectations.
As a result, the company has grown and expanded its operations across more areas, including arboriculture, civil infrastructure management and environmental projects.

The Challenge

When we first started our relationship, they employed fewer than a dozen people and Syn-Star provided all of its end-user IT support.

However, with success, they have significantly expanded their workforce across the UK.
This has put further demand on existing IT systems and the need for tech support, which has had to expand in parallel with their growth.
As they were expanding they began to face new issues including scale, connectivity, file management and remote collaboration.

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The complete IT solution for a rapidly growing business

The IT Solution

This business now employs an in-house IT manager who works on the day-to-day support requirements of the business. However, as a specialist IT support company, we can provide a broader and deeper level of expertise than any one individual can maintain. This includes **cyber security**, **telecommunications**, connectivity, and **IT consultancy.**

We apply our knowledge of the sector to keep up-to-date and advise on cross-sector best practices so that their technology preserves a competitive edge.

Our specialist team now works with there IT manager to provide not only specialist support but the extra capacity for strategic thinking. We advise on, and implement, projects to ensure that they have the systems and connectivity they need to support operations into the future.

We also delivered a project to centralise data storage, introducing **Microsoft SharePoint 365** on their own servers. The Cloud-based Microsoft document management system gives staff secure, remote access to shared documents, with different permissions for individual client files.

Issues Experienced

✓ Specialist support for in-house IT manager

✓ Implementation of cross sector best practices

✓ Extra capacity for strategic IT consultancy

✓ Introduced a centralise data storage platform

✓ Cyber Essentials Accredited

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IT Support

Partnering with an effective IT Support company that not only looks after your business but is open to tailoring its services to fit your needs is an absolute must!

Businesses that work with Syn-Star are running proof of the positive outcomes of maximising the use of IT. Reducing the amount of downtime you experience results in faster business success.

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Contact us now!

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📞 **Call us**
0333 242 2447

The Results

With better inter-site connectivity and software that centralises document storage while allowing multiple staff to work on it at the same time, collaboration across teams nationwide is strengthened, enhancing their capacity to realise growth opportunities.

As this company work with large-scale sector leaders, their IT systems need to be comparable with those of their clients. Clients also expect their contractors to take data protection seriously.

We help our partners gain **Cyber Essentials** security accreditation and provide cyber security monitoring, antivirus updates, and **staff training** to reassure their own clients.

Introducing **Microsoft SharePoint** has allowed staff to work in-office, at home, or at remote sites, giving full access to folders, real-time collaboration on the same document and instant synchronisation of files with up-to-date data.

Need help? Lets talk!

Want to find out how Syn-Star can help your business with an IT solution to any current issues you are experiencing?

Secure a discussion today where we can dive into your issues and suggest a plan to improve your business IT and increase your productivity and growth.

Book a free call to find out how!