

## CASESTUDY

# J.S Hay Construction

Our initial experience with P1 has been focussed on the migration of our systems from our previous support company. All support incidents reported to P1 have been comprehensively dealt with.

Lionel Levinson  
J.S Hay



JS Hay is a privately owned construction and joinery business with a successful trading history stretching back over 50 years. They have over 80 Full-time staff working on site and from their offices based just outside Norwich.

90% of their staff rely on IT technology. Whether it's admin in the finance office, onsite supervisors or managers using remote terminals, they all use equipment which has the potential to malfunction and disrupt daily working practice.

J.S Hays have a dedicated team of site managers who work remotely in varying outside locations. They are highly skilled in the building techniques they employ and wanted to partner with a technology specialist who could think outside the box and flexibly cater for all their IT requirements.

## NETGUARD

### Remote Access Response

### Time Bound Service Level Agreement

### Pro-active Maintenance

### Third-Party Coordination

### Onsite Response

In the past technological breakdown has proven costly with workers frequently having to wait around for problems to be resolved. Their response was often slow and lacked the urgency in prioritising J.S Hays support calls.

J.S Hay pride themselves on their extremely high working standards and wanted to safeguard their technology against failure or malfunction by choosing a support partner who could guarantee to meet their service response needs. These included:

- Our technicians logging onto their computers or servers to fix problems from our support centre. Which results in the fastest resolution of IT breakdown.
- We are able to guarantee that we will respond to every support call made within fifteen minutes. Our average response time for J.S Hay is less than eight minutes.
- They wanted to work with a support partner who would run daily diagnostic checks and make sure all aspects of their infrastructure were up to date and running efficiently.
- We act as a single point of contact and manage all of your external service providers. This includes software, hardware and licensing.

The service which we provide for J.S Hay is called Netguard. We have a range of flexible support services designed around the needs of the user. If you would like to book a no obligation demonstration of how NetGuard could help your business, please contact us.