Tailor Made TECHNOLOGIES ✕ **WS WILLIAMS SHIPPING**
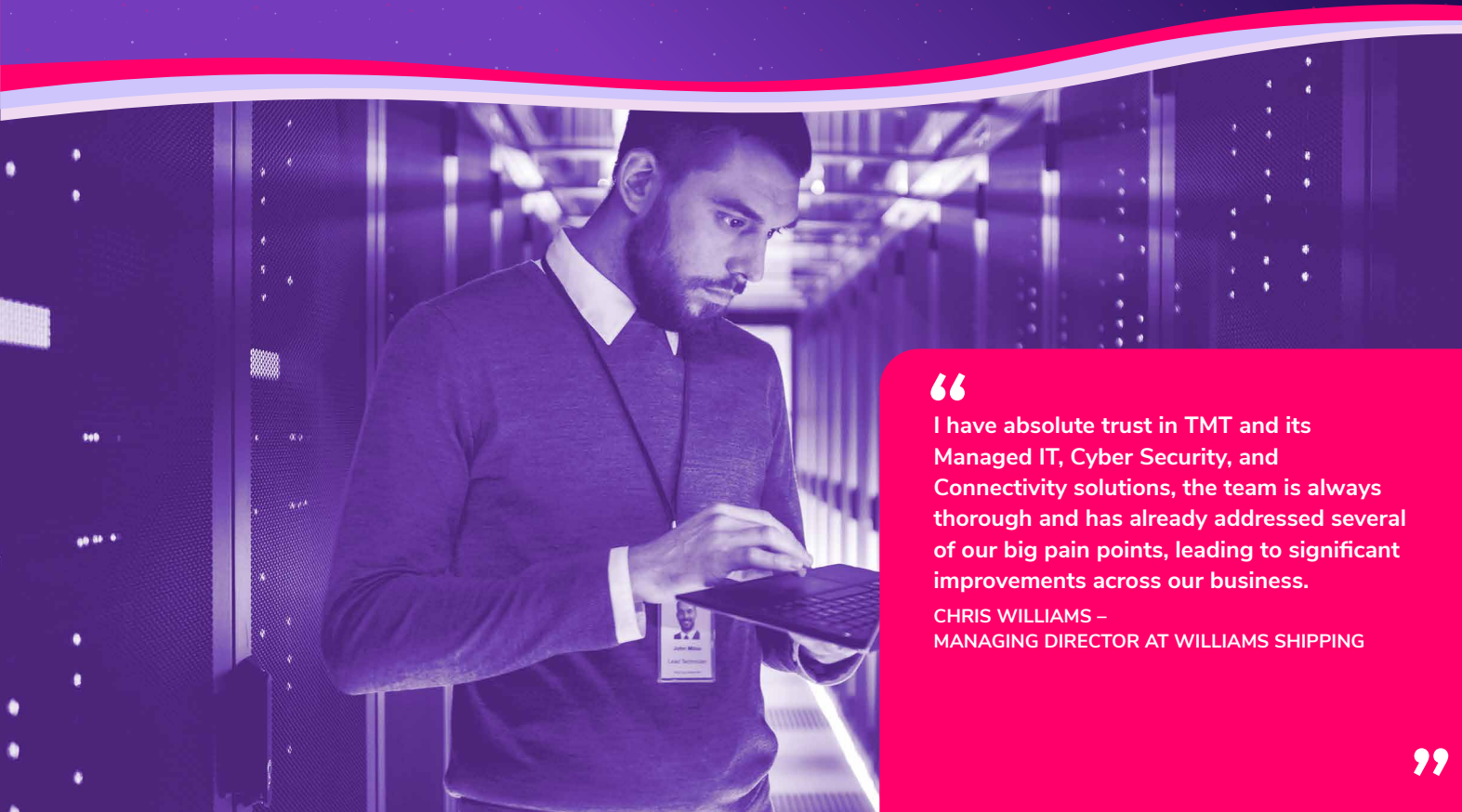
Industry: Logistics
Website: williams-shipping.co.uk

Empowering Williams Shipping to Drive Expansion with Agile IT Solutions

Modernising a logistics firm with over 125 years of excellence

Reliable and Secure IT as the Foundation for Business Growth

> " I have absolute trust in TMT and its Managed IT, Cyber Security, and Connectivity solutions, the team is always thorough and has already addressed several of our big pain points, leading to significant improvements across our business.
>
> CHRIS WILLIAMS –
> MANAGING DIRECTOR AT WILLIAMS SHIPPING "

Considering the organisation's complex, multi-site structure and its customers' strict data protection requirements, Williams Shipping needs robust IT and Cyber Security frameworks to scale in line with growth plans.

So, when it became apparent that the company's existing on-premise solution was limiting company growth, its leadership team asked: how can we modernise our IT to provide an efficient workplace for our distributed employees?

The Challenge

Williams Shipping had significant growth plans, but its on-premises IT infrastructure was holding it back.

The company was looking to expand from its five locations, increasing the user count and workload on the already overburdened IT system. Williams Shipping server was at capacity. Teams couldn't grow. New users were unable to connect to their required applications and data while existing staff were enduring slow loading times and a poor user experience, limiting their performance.

With no fault tolerance, the IT infrastructure represented a significant business continuity risk. End user flexibility was limited with many users only having a thin client on their desks. So Williams Shipping approached TMT.

- Limited on-premises server
- Lack of agility and scalability
- Lack of resilience in the network
- Systems impossible to certify
- Inflexible desktop workstations

The Solution

With TMT's cyclical 'Strategy, Transformation and Continual Review' approach, we got to work — beginning with a comprehensive IT Strategy Review. This generated a ready-to-use IT roadmap detailing how to modernise its struggling IT infrastructure to be ready for expansion, including project plan, timescales, and required budgets.

With Williams Shipping's agreement, our cloud engineers deployed Azure's scalable and secure services as the backbone for Williams Shipping's new server environment, migrating business-critical systems, including Williams Shipping's SAP instance.

Security was at the heart of the new IT infrastructure. We created a new secure baseline for the business by:

- Protecting mailboxes with mail filtering.
- Defending Williams Shipping devices using managed anti-virus.
- Securing with multi-factor authentication.
- Replacing legacy hardware with vendor-supported and regularly patched laptops.
- Securing the office connectivity with secure segregated Wi-Fi for internal and guest use.
- Ensuring business continuity with comprehensive Disaster Recovery testing of the Azure-hosted critical applications.

The Outcome

Williams Shipping is expanding to new sites and growing its business on a secure and scalable IT foundation.

The organisation now operates eight bases with appropriate access to cloud-hosted data and applications.

With access to Microsoft 365 applications, employees have said goodbye to inefficient, inflexible fixed workstations and have everything they need to work remotely. Plus, as an itBusinessCare Advanced customer, Williams Shipping's personnel can get rapid helpdesk advice and onsite engineering support.

We are excited to continue working alongside Williams Shipping, helping the team maintain the best-in-class IT infrastructure for their employees. Moving forward, we are helping them achieve the ISO27001 qualification.

- Scalability across applications
- Remote working facilitation
- Cloud-based IT infrastructure
- Certifiably secure infrastructure
- Ongoing IT support

Support your teams with rapid-response IT support by asking the experts

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