



CLIENT: OWEN TAYLOR

Leading catering butcher Owen Taylor & Sons have been butchers since 1922 and are proud to supply both retail and catering customers across the East Midlands.

Owen Taylor is a family owned business which strives to provide our valued customers with the finest quality produce, locally sourced, wherever possible.

The vast majority of our beef, pork and lamb is sourced from farms in the Derbyshire, Nottinghamshire and Leicestershire counties, then brought to our site for maturation and preparation to our customers specifications.

Other livestock is routinely sourced from neighbouring areas including Staffordshire, South Yorkshire, Lincolnshire and Rutland to satisfy our customers from the wider region

TIEDATA BRING **SUCCESS TO YOUR** TECHNOLOGY

CHALLENGE

When Owen Taylor approached Tiedata the business was experiencing slow resolution times coupled with high costs from the incumbent provider.

Upon investigation of the IT systems Tiedata identified a number of network and server problems that Owen Taylor were unaware of and keen to resolve.

Owen Taylor found Tiedata online and were impressed with the knowledge and response times they received.

Tiedata acted swiftly in solving the identified problems to a high standard and continued to improve the IT to enhance efficiency and productivity at Owen Taylor.

SOLUTION

Tiedata swiftly solved the outstanding server, network and security problems identified to improve the efficiency of the IT.

Owen Taylor also wanted to ensure their technology solution was secure, reliable and efficient to ensure the service delivered to their clients was uninterrupted and smooth.

In order to achieve this Tiedata completed a full review of the IT infrastructure including network, server and security.

The backup system was also reviewed to ensure that all the critical business data is safely and securely backed up.

A Managed Services agreement was put into place to help the team onsite. Within two weeks of the IT Support being deployed Owen Taylor commented that the support and service from Tiedata was “significantly better” than the service from the incumbent:

“It became clear from our initial engagement with Tiedata that the service is exceptional. Response to service requests raised is almost instant with most requests being resolved the same day.

Tiedata help to ensure all our systems are up and running including securing the server and keeping the backup consistent.”

Owen Taylor also commented that they would recommend the Managed Services IT Support service from Tiedata. “We have found Tiedata to be always proactive and answer calls almost instantly.”

RESULTS

Tiedata worked with the team at Owen Taylor to improve the IT systems security, backup and efficiency.

The Managed Services IT Support solution from Tiedata has helped to smooth any existing IT problems.

- ☑ The management team have peace of mind the backup and restoration solution is in place and secure.
- ☑ Response to Service Requests are resolved quicker which improves user experience
- ☑ Tiedata’s security review of the server and network has improved the security of data and systems against Cyber Threats.
- ☑ The service delivers better value than the previous provider, improving ROI.

Tiedata swiftly completed the onboarding of the Managed Services IT Support solution which has resulted in a “night and day” change to the service being delivered to the Owen Taylor team.

ABOUT TIEDATA

Head officed in Ripley, Derbyshire, Tiedata deliver Managed IT Support Solutions for organisations throughout the Midlands and Yorkshire.

Tiedata’s award winning Managed IT Support service is complemented with IT Security, Telecoms and Microsoft 365 services.