



CLIENT: SOFA BRANDS INTERNATIONAL

Sofa Brands International (SBI) is the UK's leading branded sofa group.

Their range of traditional, contemporary and classic styles reflect the individual needs and lifestyles of their discerning customers.

At the heart of the group lies great British design and craftsmanship, expertise in sourcing exceptional fabrics and leathers from their global supply partners, and commitment to comfort and quality from all of their people.

SBI sofas and chairs are available in over 600 retail outlets in the UK.

TIEDATA BRING **SUCCESS TO YOUR** TECHNOLOGY

CHALLENGE

Sofa Brands International (SBI) approached Tiedata to fill in the crucial IT support gap, left behind by their previous provider. SBI's internal IT manager had also moved on, so a speedy but stable solution was needed imminently.

Multiple SBI sites meant that the IT service currently being delivered was not sufficient and scalable to meet logistic and production demands.

Another area of concern was business continuity, a comprehensive backup and disaster recovery solution is critical to such an organisation.

SOLUTION

We got straight to work migrating SBI to our managed IT support platform. This allowed us to gain a deeper understanding of SBI's infrastructure and network, and to also identify any potential security risks.

The service desk solution was praised for the easy to use email-based ticketing system. A fully managed IT support solution frees up critical time that can be spent focussing on other key areas of the business. The Tiedata service desk acted as one central location for all members of the SBI team, that are based across multiple sites.

To enhance business continuity, a secure cloud backup and disaster recover solution was deployed. This comprehensive strategy protects SBI from any possible contingencies such as natural disasters and cyber attacks. Tiedata's engineers worked closely with SBI to identify the necessary resources to replicate in their environment.

"We strongly recommend Tiedata. Their small but highly skilled team ensure we have a personal relationship, and that we can approach them with any query or idea relating to our IT.

They truly understand our business and infrastructure."

Team Sofa Brands International



RESULTS

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

The IT service desk allowed SBI to focus on other key areas of the business.

- Managed IT Support Solution
- Cloud Backup
- Email-based support ticketing
- Secure Disaster Recovery

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.