

Managed IT



Client Profile

Nitecrest are an award-winning, global card manufacturer with over 25 years' experience in the industry. The firm manufactures gift, loyalty and banking cards in the UK and exports to over 140 countries worldwide.

Operating a 120,000 sq. ft Visa and MasterCard secure facility in Lancashire, with over 80 employees, Nitecrest hold the ISO 27001 security stamp and are proud winners of The Queen's Award for International Trade.

They pride themselves on the fastest-lead times and the highest service levels in the industry, even whilst producing over 5 million cards, on site daily!

Challenge

Nitecrest sought a trustworthy and reliable IT partner to adapt and expand their IT infrastructure and drive their business forward. They required a partner to work alongside their internal IT Manager to manage complex technical tickets in an agreed SLA. Unlike standard user tickets this agreement includes more complex issues, such as server or firewall complications which needed resolving quickly.

Nitecrest were experiencing a period of growth and therefore needed a supplier who could help them utilise technology to suit their business.

Solution

razorblue provide Nitecrest with a full Managed IT solution and have implemented Office 365 to all 80+ users seamlessly, in a matter of days. This cloud-based solution allows all staff to work collaboratively and remotely, with full confidence that all data is stored safely. Working with their current IT Manager, any complex issues that arise are handled by razorblue's in-house team of experts.

razorblue have recently implemented a new on site server and storage solution, as their previous servers were at risk, having reached end-of-life.

This provides Nitecrest with peace of mind that if in the unlikely situation one of the new servers died, all data would automatically migrate onto another, ensuring no downtime or loss of critical data.

"razorblue came on board as our IT support company in October 2019. They have helped to adapt and expand our current IT infrastructure to help align our systems with the business growth in a challenging environment. They have excellent technical knowledge and have already worked on a number of projects to improve our systems and technology in IT."