



“ Having the compatibility of everyone using Microsoft 365 has allowed us to easily communicate and pass information both within team 3B as well as within our larger client/supplier base. It seems to be the industry standard nowadays and allows us to work freely from home, when required, without any interruption to the services we provide. We benefit from greater flexibility regarding staffing rotas and roles, as well as removing historical compatibility issues between different versions of Office/Applications on different PC's. ”

Marc Nicklin
General Manager
3B International

www.ncitech.co.uk



► Profile

3B International Ltd are logistics experts and provide a popular Courier Service situated in Cornwall. Founded by Managing Director Claire Culm's father, Geoff in 1998, the family business have a large fulfilment operation and work closely with clients to help them save money and time.

► Summary

3B were looking for an innovative and reliable IT provider whom they could confidently trust to further enhance their cloud based IT systems. Customer service is their key competitive advantage, and continually improving and innovating is important to the group. 3B knew that working with NCI; a company that shared their ethos for innovation and great customer service, would support their strategic growth.

NCI migrated 3Bs email to Microsoft 365 (Microsoft's cloud based email system) and focussed on ensuring all key staff had access to the full Microsoft 365 Suite of applications on up to five devices per user. NCI's technical experts also implemented Microsoft Azure, a cloud platform, to underpin cloud applications and offer significant advantages by improving business agility, reducing capital costs and enabling scalability.

“The promise of the cloud is that every individual and organization has unlimited access to information.”

Satya Nadella
CEO of Microsoft



▶ The Situation

3B are focussed on innovating and improving continually and wanted to create greater working efficiencies to maintain great customer service. As part of this process, the group were keen to further enhance their IT systems. The majority of their services were already cloud (internet) based and so the Directors needed a supplier who could further develop their IT.

▶ The Solution

After the initial assessment the decision was made to extend access to the full Microsoft 365 Suite of applications for 3B's key staff. This meant that communications and flexible working could further improve and enable access for up to five devices per user. In addition, their line-of-business applications including their Warehouse Management Software were moved to Microsoft Azure, a cloud platform provided by Microsoft.

Azure would provide 3B with the infrastructure on which to run their applications in the cloud. It would help improve business agility, future-proof the IT infrastructure, reduce capital costs and enable scalability. The industry term for this type of environment is IaaS (Infrastructure as a Service) IaaS does not require a capital outlay and payment for these services are a recurring operational cost.

This monthly cost covers software licensing, storage, processing and backup.

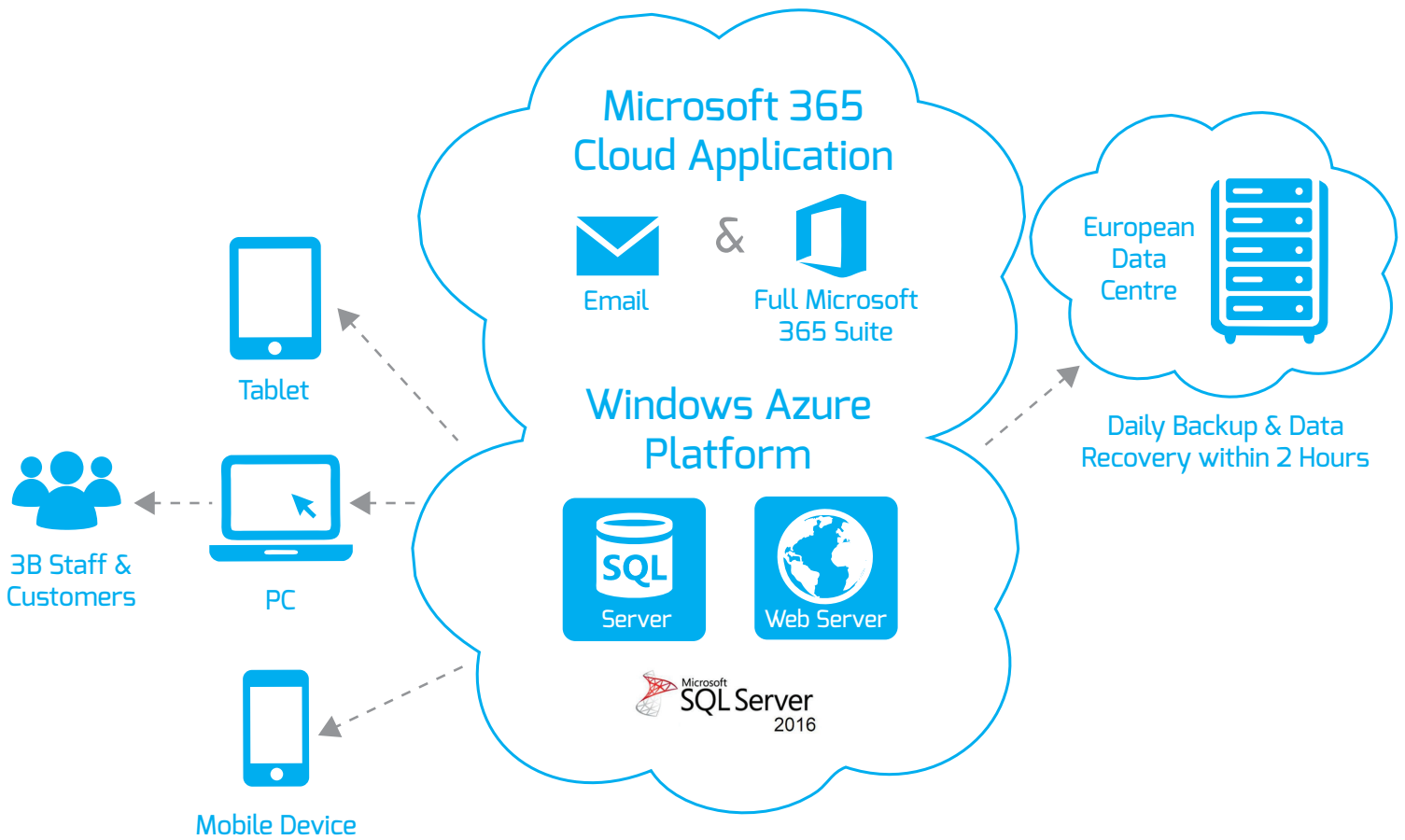
For 3B, the Microsoft Azure platform would provide a cloud based SQL database server and secure Windows based web server. For 3B's staff and customers, this would provide access to the online parcel logistics booking system.

To ensure business continuity, the Azure system would be backed up daily to another European data centre and based on testing, a full recovery could be performed in less than two hours.

Senior engineers configured a new Windows Server environment on Microsoft Azure within just a few hours. The line of business application was then migrated from the current hosted server to Microsoft Azure and tested prior to implementing a full switch over.



► 3B's Cloud Services



“ In my experience, installation and set up by NCI has always been timely and comprehensive on any work we have requested. I'm pleased to say that we have been very happy with the service provided by NCI with our support package. Also that our recent transition to Azure was handled in an efficient and professional manner. ”

Marc Nicklin
General Manager
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The Technologies

ProSupport Contract:

Server Support & Monitoring
(both on premise and in the cloud)

Desktop Support

Microsoft 365 Support

Microsoft 365 Licensing

Microsoft Azure:
running line of business applications and servers in the cloud

Outcome

The logistics or office teams are supported for effective remote working; accessing data and emails whether from home or out in the field.

Improving the flexibility of working means staff can be more empowered in their job and productivity is often higher.

Microsoft 365 has enabled more flexible communication between staff members.

Microsoft Azure now provides a highly-scalable resource that can easily be adjusted on demand as the business requirements change. Systems such as this are suitable for workloads that may change depending on demand, as they can scale up or down without the need to replace any hardware or software.

Microsoft Azure is a 'pay-as-you-use' service which eliminated the need for a large capital outlay for hardware and software licensing. Instead, 3B pay only for the amount of resources that are actually used, which helps manage IT costs more efficiently.

NCI's PROsupport contract provides monitoring, support and systems management of Microsoft Azure so 3B won't have to worry about supporting and managing the IT platform.



NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

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