

How IPS Group Ensure Optimal IT Operations

IPS Group

ABOUT THE CUSTOMER

IPS Group was originally formed by Peter Bowers in the late 1970s. During this time, he and his team developed an exciting new GRP Flat Roof System, called Sandene.

This encapsulates the ethos of the company as a whole. The firm is reliable, efficient and professional, but it also thrives on thinking outside the box and coming up with revolutionary new roofing solutions.

CHALLENGES

IPS Group has a history in the construction industry that dates back over 30 years offering top quality roofing services.

Over that time, the business has grown significantly in terms of staff numbers, nationwide coverage, and adding innovative new technologies to their range of products and services.

This growth has created demands on IPS's IT operations both in terms of supporting many users working remotely in the field, and ensuring its customers' data is always well protected.

SOLUTION

For several years, Pavilion provides full IT support services to ensure IPS Group's users are supported in the best possible way.

The Sophos XG firewall has also been implemented to protect the company's network from the latest cyber threats while ensuring bandwidth remains optimised for user productivity.

When IPS Group moved its head office, PAV also worked to provide temporary IT solutions while they

transitioned between buildings. A full new install at the new premises was then carried out.

RESULTS

The RESOLVE services provides IPS with a reactive support function that provides centralised IT Service desk practice, deep technical support, third party management and onsite technical assistance as and when they need it.

The Sophos firewall has proven to be very effective, and provides proactive alerts to any potential incoming threats.

Customer Statement

"PAV's IT support works extremely well for us. Things are quickly resolved if issues do occur. The guys have also been very adaptable during the pandemic with use of Zoom maintaining our regular contact. The engineers are all friendly and knowledgeable, and get the job done efficiently."

Wendy Spencer, Office Manager, IPS Group



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