



SEAMLESS TRANSFORMATION FROM DATED IN-HOUSE IT FACILITIES TO MODERN OUTSOURCED IT SOLUTIONS

AT A GLANCE

CLIENT

The Sussex Chamber of Commerce is one of only 52 Chambers in the UK to be accredited by the British Chambers of Commerce.

CHALLENGES

Internal IT Manager moving on, dated IT infrastructure, data security concerns.

KOGO SOLUTIONS

Tailored infrastructure audit and implementation, migration to MS Office 365, outsourced IT support and business continuity.

OUTCOME

Smooth transition, secure data, productivity increases and fast helpdesk response.

“It has been absolutely brilliant working with the Kogo team for full IT support, cybersecurity and server management”

Ana Christie
Chief Executive
Sussex Chamber of Commerce

Options... Recruit in-house IT staff or utilise external experts?



Sussex Chamber of Commerce’s dilemma! The imminent departure of their long-standing in-house IT Manager was a catalyst for change. The Chamber now had an opportunity to partner with an externally managed IT service. This would give them access to a far larger team of specialists to support their organisation.

The IT Challenge

As a large Chamber with over 1,000 members, the team manages a great deal of data. The Chamber provides a range of practical support to assist driving businesses forward, from networking and forum opportunities, to training, international trade and influencing Government.



The Chamber had 1 server running 5 virtual servers and 15 workstations (onsite and remote). There was a fairly complex and bespoke system set up, which had suffered a failure leading to significant downtime. Some upgrades were also overdue with MS Office 2003 still running across the Chamber.

With the IT Manager moving on to pastures new, it was the ideal time to undertake a long term strategic review of the IT set up.

Ana Christie, Chief Executive at the Sussex Chamber of Commerce said *“It became very clear that we could gain a wealth of experience and ongoing expertise by working with Kogo, particularly in the ever changing world of IT security. We were particularly impressed with their risk analysis and short and long term review of our requirements. Their proposed tailored solution definitely ticked all the boxes.”*



“Outstanding level of service”

Ana Christie
Chief Executive
Sussex Chamber of Commerce

The Solution

After a detailed infrastructure audit, the following recommendations were implemented:

- Upgrading MS Office 2003 to MS Office 365
- Moving email from onsite Exchange to MS Office 365 with advanced email security
- Implementation of a centrally managed anti-virus solution
- Implementation of a robust disaster recovery solution to promote business continuity
- Installation of a unified threat management (UTM) firewall device (perimeter security)
- Replace existing out of warranty server and low spec, out of warranty workstations
- Fully outsourced IT support and management

These infrastructure migrations and replacements will significantly reduce downtime associated with power outages, system failures or cyber attacks. They also increase the perimeter and internal cyber security profile, enhance disaster recovery, as well as increasing speed and functionality of the systems used by all the team.

Martin Bannister, MD at Kogo said *“we are delighted to be working with Sussex Chamber. It’s a real thrill to take a client onto a new solution that will dramatically change their workplace for the better.*

We are always committed to meticulously planning an easy changeover to a new environment for each individual team member. Our recommendations for the Sussex Chamber of Commerce also focused on ensuring their compliance with the General Data Protection Regulation (GDPR). The new infrastructure addresses the key issues of effective disaster recovery and data security.”

“Kogo has always been a help to us with any IT issues we have faced. Their team of experts has responded to any enquiries in a quick and calm fashion. We look forward to continuing to work with them in the future.”

Alison Watson
Operations Manager
Sussex Chamber of Commerce

