



IT OVERHAUL DRIVES EFFICIENCY FOR TUXFORD EXPORTS LTD

TUXFORD

📍 www.rctuxfordexports.com

👤 Approx. 40 users

Operating worldwide with a Head Office in Nottingham.

The Client

Tuxford Exports specialises in the sale and export of used commercial vehicles, spare parts and plant equipment to businesses located in the UK and overseas. Founded by Richard Tuxford in the early 1980s, the company has grown to a £22m turnover business and stocks more than 700 vehicles as part of its aim to offer a wide stock selection and a comprehensive service to customers across the world.

Key Outcomes

- ✓ Overhaul of outdated IT infrastructure with minimal disruption to end users
- ✓ Increased security with added backup and disaster recovery
- ✓ Email migration of all users to Office 365
- ✓ Replacement of outdated office telephone system and installation of 3CX
- ✓ Transfer of company mobiles to a more cost effective and flexible contract

The Challenge

An audit of existing IT systems highlighted a number of concerns around aging hardware, single points of failure and some significant security concerns.

The company was using a dated email platform, which was adversely affecting communication with clients and suppliers.

Their IT manager had done a great deal of work to build and support the environment, but the company was growing and with emerging concerns about cyber security, Tuxfords were seeking further assistance.

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RICHARD TUXFORD, MANAGING DIRECTOR



The Air IT Approach

We replaced a number of servers running on legacy hardware with a single host server. The existing email platform was migrated to Office 365, and enhanced with email security and an automated email signature service.

A new backup (Datto) and network firewall (Sophos UTM) were deployed to increase disaster recovery capabilities, and strengthening network and IT infrastructure security. This was complemented with OpenDNS, which provides detailed website reporting and protection. Additionally, a managed anti-virus solution was installed to provide comprehensive security and monitoring.

The Outcome

The whole process took less than a week from start to finish, with a significant improvement in network speed and access noted immediately. Data was migrated from the legacy servers outside of business hours to minimise disruption, and

the client was kept closely updated throughout to ensure the project was implemented effectively.

The Tuxford IT department now benefits from remote service desk support during busy periods. 24x7x365 monitoring proactively identifies and troubleshoots network issues, freeing up the IT manager’s valuable time.

Special Projects

Tuxford’s company mobiles have been upgraded to a 3CX phone system that better meets requirements for international travel, with reduced costs and a seamless transition from the office to on the move.

By utilising the existing broadband connection on site, installation costs were kept low. The team now enjoys 3CX remote support, ensuring any issues are resolved quickly and ongoing maintenance keeps software up-to-date.



READY TO GET HELP?
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