PLAY AREA MANUFACTURER GOES REMOTE

Proludic

↗ proludic.co.uk

☺ Approx. 40 users

Main Office in Bunny, with several staff working remotely across the UK

The Client

Proludic has designed, manufactured and installed play and sports areas for over 30 years. With an international presence, they are the recipients of several industry awards. Proludic work with local authorities, housing developers, schools, leisure providers, community groups and various other organisations to provide people of all age ranges with a friendly environment in which to play and keep fit.

Technology is critical to Proludic's everyday operations – from computer-aided design to manufacturing, to communicating with clients – so it's imperative that their IT strategy works effectively for all employees, no matter where they're based.

Key Outcomes

✓ Quickly pivoted to remote working to maintain essential operations

✓ All devices and systems updated to Windows 10

✓ Cyber security measures implemented to mitigate risk of cyberattacks

✓ Assistance with setting up IT systems during office migration

✓ Access to remote and onsite IT support for end users

✓ Regular meetings and service strategy reviews

The Challenge

At the onset of the Covid-19 pandemic, remote working was essential due to a nationwide lockdown. Proludic needed to quickly pivot from office to home working and, as their trusted IT partner, they knew they could count on us to help.

Several Proludic employees use CAD software and only had desktop computers, so these had to be brought home and adapted for remote use.

Telephone diversions were also required, so that staff could take calls as usual and continue to be there for customers.

All of this needed to be done as quickly as possible, with minimal interruption to staff and customers.

☎ 0115 880 0044   ↗ **airit.co.uk**

Air IT

The Outcome

The project was a success, and the quick turnaround meant that Proludic could quickly and seamlessly continue day-to-day operations from home with no effect on customers.

CAD users can now rely on up-to-date machines that can keep up with demanding software.

Employees also benefitted from up-to-date guidance and best practice regarding the new systems and working from home in general. This made it easier for them to adapt and continue their work with minimal interruption.

Proludic could also be safe in the knowledge that they were using a secure VPN and cloud network security which would help mitigate the cyber security risks that come with working from home. They have also invested in their cyber security strategy, making use of services such as user awareness training, multi-factor authentication and Mimecast email security. This has helped them reduce the risk of cyberattacks – Covid-19 has seen a significant increase in home workers being targeted.

The Air IT Approach

We oversaw the correct setup of users' laptops and gave guidance to desktop users with various considerations, such as whether they needed wireless adapters or not. Some desktop users migrated to mobile working, giving them the functionality of working from a laptop where they were using a desktop before.

We assisted with deploying VPN access to all users, giving them guidance on how to connect, so that they could work remotely via a secure network. Proludic did not need to worry about cyber security when working remotely, as their existing Cisco Umbrella package continued to provide suitable filtering devices, whether connected to the network or not.

As Proludic's telephony provider, we also ensured that calls to the office were diverted to staff at home. This meant that the company's clients were still able to get in touch as normal and they could operate the business as usual without being based in their offices, The Play Hub.

With the size of the company in mind, all of this was done with a limited number of tickets, to ensure that updates were clear for all users and did not get lost or diluted amongst other issues.

Special Projects

Prior to the Covid-19 pandemic, Proludic needed our help upgrading from Windows 7 to Windows 10. Almost all users and machines were affected, many needing to be replaced completely, so we worked with Proludic to meticulously plan the deployment of new machines, ensure a seamless transition and minimal effect on productivity for users. The powerful new devices deliver outstanding user experience with greater mobility and flexibility, which is crucial for the in-house design team.

We continue to provide managed IT support for Proludic and work closely with them to develop their future IT strategy during regular meetings and service reviews.