

JW NETWORK SOLUTIONS

JW Network Solutions is a family-run business that specialises in telecommunications and electrical contracting.

INTRODUCTION

Established in 2017, JW Network Solutions specialises in telecommunications and electrical contracting. Based in Basildon, Essex, the company has shown consistent growth, servicing the Southeast, East, and London regions. Their expertise includes installing Fiber Optic to the Premises (FTTP), ethernet connectivity, and electrical services. As a family-run business, they treat all customers with a personal touch while maintaining a professional and efficient approach. Their reputation is built on delivering fast and reliable services, showcasing their commitment to customer satisfaction.

SUMMARY



PROJECT

Initially, JW Network managed their own IT infrastructure independently. However, as their business grew, they required the benefits of external IT support and expertise.



SOLUTION

We upgraded JW to Microsoft 365 for better office tools and introduced SharePoint for their shared data. This allowed for quick email setup for staff and improved collaboration within their team.

CHALLENGE

Initially, JW Network managed their own IT infrastructure independently. However, as their business grew, they required the benefits of external IT support and expertise, prompting them to reach out and get in touch with our experts. This change would result in a more streamlined and effective IT management. Working with us enabled the telecommunications company to receive assistance exactly when it needed it. They were also looking into implementing a centralised sharing platform. The goal was to make it simple for their employees, both on-site and remote engineers..

SOLUTION

Prior to our intervention, JW Network Solutions relied on GSuite Email and a Personal OneDrive account for their office needs. They were using a Home and Student Office package which was shared across the business. We upgraded them to Microsoft 365 for better office tools and introduced SharePoint for their shared data. This allowed for quick email setup for staff and improved collaboration within their team. This upgrade helped increase the productivity as staff were able to work on files together and to save them allowing them to be accessible from SmartPhones/Tablets and Workstations.

This solution was particularly beneficial for engineers on the road. They could access shared data and receive real-time updates, allowing them to respond, collaborate, and receive data in real-time.



➤ Increased Productivity

The ability to collaborate on files and access them from multiple devices, such as smartphones, tablets, and desktops, helped to create a more agile and responsive work environment which increased the company's overall productivity.

➤ Streamlined IT Management

Moving from the independent managing of their own IT infrastructure to collaborating with Edmondson's IT Services resulted in a more simplified and effective IT infrastructure for JW Network Solutions. It also enabled the company to receive high-quality IT support that adapts to their changing business needs.

➤ Improved Communication

The introduction of a centralised sharing platform met JW Network's demand for better communication and workflow. Both on-site and remote engineers can instantly collaborate on files, promoting greater teamwork and project management.

➤ Updated Office Software

The transition from GSuite Email and a Home and Student Office plan to Microsoft 365 provided the company with features that helped improve their everyday business lives. It also contributed to greater efficiency.



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