

COMPLETE ACCESS SCAFFOLDING

A photograph of a complex scaffolding structure made of metal poles and cross-braces, set against a clear blue sky. The structure is partially covered by a green diagonal overlay that matches the page's design.

Complete Access Scaffolding is a scaffolding business based outside Wakefield. Their team rely on dependable IT and communications to support their everyday work. Complete Access were in need of more reliable IT support and a modernised tech infrastructure, capable of supporting their day-to-day operations and future growth.

Introduction

When Complete Access Scaffolding approached our team, they were experiencing ongoing issues with their existing IT support and infrastructure. Their ageing server, outdated workstations and unreliable telephone system were creating challenges for their staff, while limited remote working capabilities restricted flexibility.

We began by carrying out a Free IT Health Check to assess the company's existing setup and identify opportunities to improve performance, security and reliability. This led to a comprehensive modernisation project designed to move the business towards a cloud-based setup with improved connectivity and more dependable communications.

Challenge

Complete Access Scaffolding's existing IT infrastructure was becoming increasingly difficult to maintain. The business relied on an ageing on-premises server and traditional file storage, which needed ongoing hardware maintenance and limited the flexibility of their working environment.

Staff also needed better access to their files and shared company information, both in the office and when working remotely. The existing setup lacked the flexibility of a modern cloud-based system, while the company's workstations needed upgrading to ensure they could continue running a supported operating system.

Data protection was another priority, particularly for important business information stored in systems such as Sage and payroll. The company needed reliable offsite backups to provide additional protection against data loss.

Finally, the existing on-premise telephone system was no longer meeting the needs of the business. Improved communications and faster, more reliable internet connectivity were required to support the move towards the cloud.

Solution

Following our Free IT Health Check, we developed and implemented a comprehensive solution to modernise Complete Access Scaffolding's IT infrastructure and reduce its reliance on ageing on-site equipment.

We began by migrating the business to Microsoft 365, decommissioning the old on-premise server and removing the need for ongoing maintenance to the ageing hardware. Employees' redirected folders were migrated to Microsoft OneDrive, allowing staff to access their files securely through MS 365. Shared company data was also migrated to Microsoft SharePoint, improving accessibility and collaboration across the business.

We also implemented offsite backups for critical business data, including Sage and payroll. This provides an additional layer of protection and helps ensure important information can be recovered if the original data becomes unavailable.

As part of the modernisation project, compatible Windows 10 workstations were upgraded to Windows 11. This brought the company's devices onto a modern, supported operating system with improved security and a more consistent working environment.

The existing telephone system was replaced with a new cloud-hosted 3CX solution. We managed the migration and telephone number porting process, allowing Complete Access Scaffolding to retain their existing business number while moving to a more flexible communications platform.

Finally, we arranged the installation of a full Fibre to improve internet connectivity, providing the speed and reliability needed to support Microsoft 365, SharePoint, OneDrive and the new 3CX telephone system.



> Modernised Cloud Infrastructure

Complete Access Scaffolding has moved away from its ageing on-premise server to a modern Microsoft 365 environment. Staff can access their files and shared company data more flexibly, while Microsoft Entra ID provides modern identity management and reduces reliance on traditional infrastructure.

> Improved Security & Data Protection

Windows 11 upgrades, modern device management and offsite backups have strengthened the company's IT environment. Additional protection for critical Sage and payroll data also helps reduce the risk of data loss and supports business continuity.

> Reliable Communications & Connectivity

The new cloud-hosted 3CX telephone system provides a more flexible communications solution while allowing the company to retain its existing telephone number. Full-fibre broadband also delivers the connectivity needed to support cloud services and day-to-day business operations.

> A Foundation for Future Growth

The project has reduced Complete Access Scaffolding's reliance on ageing hardware and created a more manageable IT environment. With modern cloud services, improved data protection and reliable communications in place, Edmondson's can provide ongoing support as the company's needs develop.

 01924 666 660

 www.EdmondsonsIT.co.uk

 info@edmondsonsit.co.uk