

Cheers! Three Choirs Vineyards goes for growth with new IT system and support from GCC

When Gloucestershire-based Three Choirs Vineyards decided to replace their old IT system, they turned to GCC. The Microsoft Office 365 cloud-based solution recommended by GCC has made a big difference to the way that Three Choirs works. And the ongoing support provided by GCC has ensured that the company's IT system is now as enjoyable, reliable and smooth-flowing as their wine.

Three Choirs Vineyards – one of the UK's leading wine producers

From their vineyard and winery in Gloucestershire, Three Choirs Vineyards produces wine that is recognised for its quality nationally and internationally. The beautiful rolling hills and valleys provide a unique microclimate which is perfect for growing grapes. Not surprisingly, with tours and tastings, a restaurant, and rooms and lodges, Three Choirs is also a popular visitor attraction.

With the recent acquisition of Wickham Vineyard in Hampshire, and the increasing popularity of their range of wines, Three Choirs Vineyards is a successful business with ambitious growth plans. The IT system put in place when the business was smaller had become increasingly inappropriate to



the needs of a modern, growing business. Furthermore, the in-house IT support was unable to cope in terms of both expertise and response time.

It was time to consider a better and more reliable IT system and support. Enter GCC. 'GCC took our problems seriously compared with other people we talked to', said Jacqui Rudkin, Office Manager. 'They clearly understood what we needed and we had no hesitation in accepting all their recommendations.'

Microsoft Office 365 – one of the world's leading IT services

GCC recommended that Three Choirs adopt Microsoft Office 365. This is a service which enables access over the internet – or via the 'cloud' as this is often called - to well-

known Microsoft Office tools such as Word, PowerPoint and Excel, with Outlook for email, SharePoint for document management and Skype for Business.

With Microsoft Office 365, Three Choirs benefit from improved efficiency, collaboration and communications. It is now possible to share information across sites, to work remotely from any location and also from home.

The move to 'the cloud' also has other benefits. As the business grows, it is easy and cost-effective to add new users or upgrade software. And importantly, the cloud provides a safe and secure location for all company data, with automatic back-up and guaranteed data security.



GCC Support – ensuring perfect harmony at Three Choirs

Three Choirs also retained the services of GCC to provide support for the new IT system once it had been installed. With no in-house IT expert, GCC support meant that all aspects of the company's IT are always running smoothly, efficiently and up to date, with expertise easily accessible when needed.

The GCC support service provided to Three Choirs includes the following benefits:

- Pro-active remote management and monitoring of PCs via the cloud, including always up-to-date patches, updates and anti-virus software.
- A Helpdesk staffed by trained IT professionals, accessible by telephone, email and online.
- Monthly management reporting on all aspects of the company's IT.
- Management of all IT contracts and warranties.

Singing the praises of GCC

'Microsoft Office 365 has made a huge difference to the way we work', says Jacqui. Because it is cloud-based, it enables all staff to work more flexibly, with the ability to access the system from anywhere. 'This is particularly important with our new site in Hampshire,' adds Jacqui, 'but it also means that when someone is on the road seeing a customer, they can action things immediately.'

What's more, working from home is now easy. 'Before, if you wanted to do something at home, then you had to take it home on a stick or separate drive. Now, it's there waiting for you!', says Jacqui.



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The GCC support service ensures that everything is always as it should be. 'It's a much better service than we are used to and has taken a bit of getting used to', says Jacqui. 'When there are problems, they get dealt with properly and quickly – it's very good.'

Concludes Jacqui, 'We have been very satisfied with all aspects of our relationship with GCC. The fact that we have already recommended them to another company speaks for itself.'

We'll drink to that!



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Jacqui Rudkin
Three Choirs Vineyard



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Birmingham | Gloucester | Bristol