

# ENHANCED

Technology For Better Business Performance



# AGI



Aeronautical & General  
Instruments Limited

**Client:** AGI

**Sector:** Manufacturing

## FULLY MANAGED IT SUPPORT.

Aeronautical & General Instruments Limited (AGI) manufactures a wide range of instruments and systems for the defence industry worldwide. AGI has built up a reputation for high quality, well-engineered products that employ electronic, electromechanical and optical technologies.

## THE CHALLENGE

Their existing IT systems were outdated and unable to support their applications and ongoing security requirements. AGI wanted to expand its defence contracts and it was vital that the business worked with a partner that understood the IT security implications of these contracts and could provide strategic advice to the business.

## THE SOLUTION

Enhanced refreshed the core IT infrastructure, updating networking, servers and storage to provide a flexible and robust platform. Email was moved from Exchange on-premises over to Microsoft 365 to take advantage of a Microsoft managed platform alongside its integration with security and management functions within the Enterprise Mobility and Security service.

Enhanced provides an ongoing Fully Managed IT Support service comprising of a blend of onsite engineering alongside a remote service desk.

Core to AGI's requirements was the ability to work with a partner that could act as a virtual IT Director, providing expert advice in developing an IT strategy.

A suite of tools was installed to provide active network and security monitoring, measures and policies were implemented to meet UK Cyber Essentials Plus accreditation as well as other Defence industry accreditations.

## THE RESULTS

- Fully refreshed core Infrastructure
- Managed Service Partner
- Additional layers of security with proactive monitoring
- Strategic support
- Cyber Essentials Plus accredited
- Cyber Security Awareness Training
- Microsoft Teams Rooms

## THE BENEFITS

- **Collaboration** - Teams Meeting rooms has enabled AGI to transform traditional meeting spaces into collaborative workspaces for staff and customers.
- **On-site support** - Comprehensive support model, combining remote and on-site support.
- **Competitive Advantage** - The Cyber Essentials Plus accreditation means AGI are eligible to bid for UK Government and MOD contracts, supporting business growth.
- **Remote Working** - The remote service desk and "ticketing" system has enabled us to navigate smoothly through the new world of "remote working" during the current COVID-19 pandemic.

"AGI's IT environment had been internally managed with the IT infrastructure which was creaking at the edges. With the support and expertise of Enhanced, AGI was able to not only improve the service provided to all stakeholders but also improve the technology to enable a seamless adaption to remote/covid related workings.

Enhanced have enabled me to not worry about the quality of our IT support and to enable me to work on growing the business."

David Hyde  
CFO, AGI Holdings