



# L.W. SURPHLIS & SON

## CASE STUDY



A division of **LoughTec**

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## Background

LoughTec, one of the UK and Ireland's leading IT infrastructure specialists, was selected by L.W. Surphlis & Son to manage their business IT provision.

The partnership, which began in 2009, covers the full range of managed IT services for the business, ensuring the company's IT infrastructure is up to date and scalable to meet the future demands of the business.

Established in 1948, L.W. Surphlis & Son is an experienced animal feed producer, based in Co. Tyrone. Established in an era of post-war austerity, the business has grown significantly and diversified its offering over 70+ years, now stocking an extensive range of building materials and fertilisers.

## The challenge

*"As the business grew, the technical complexities also grew. We didn't have an individual in-house with the correct technical skills, or enough work to keep someone employed full time in IT."*

*"We were keen to work with a local company, a company that understands the complexities of the local area and our business in particular,"* said Cheryl Kelly, Financial Controller at L.W. Surphlis & Son.

*"It is our policy to outsource specialist services and LoughTec ably meet our IT requirements."*

## The LoughTec approach

LoughTec manages L.W. Surphlis & Son's full scope of IT hardware and software across the business.

As part of the ongoing contract, LoughTec supply and install a range of new devices for staff, including laptops, PCs, accompanying monitors, wireless access points and routers, all suitable to the company's needs.

*"The staff at LoughTec have built up a knowledge of*

*our systems, our staff and how things work. As soon as any members of our staff ring LoughTec with an issue, the LoughTec team already know the server setup, they even know what desks our staff sit at. They have a great visual already of what is going on. You cannot buy that expertise. You just don't get that from a call centre in the middle of Belfast."*

The support contract from LoughTec covers the monitoring of servers, as well as devices for all users across the business. LoughTec installs their agent onto each server and device, providing next-generation security protection as well as in-depth monitoring and remote support when needed. Server status is monitored 24 hours a day, 7 days a week.

*"LoughTec keeps our business running. We rely on our IT system to keep the admin side of our business correct – if we don't have our IT working we cannot take orders, which means we can't make the animal feed or get it sent out. It is an integral part of our business."*

LoughTec manages in-house backups of all L.W. Surphlis & Son's company data, providing a daily reporting mechanism that ensures backups have been a success.

LoughTec also provides ongoing support to all staff via a comprehensive service desk.

*"The staff at LoughTec are always so pleasant and polite. I have to give them credit – they always deal with our issues promptly and very professionally."*

Cheryl noted, *"LoughTec always get the problem solved."*

LoughTec continues to liaise regularly with Cheryl regarding business challenges, and how LoughTec can help improve their IT infrastructure as they continue to expand.

*"LoughTec drives our IT infrastructure. They recommend when we need to update our hardware and our server. LoughTec doesn't just respond to a problem, they are planning ahead for our business. We can't recommend LoughTec highly enough."*