

Boosting IT resources.

Tudor Griffiths Group



SECTOR

Construction & materials

HQ

Shropshire

EMPLOYEES

201-500

Supporting an established, multi-site business

Tudor Griffiths Group is a family-owned business whose origins date back to 1874. The group has operated across multiple businesses and sites, with activities spanning builders merchants, concrete, aggregates and environmental services.

The challenge

Group ICT Manager Chris Jackson was supporting IT across several TG Group businesses while dealing with frequent turnover of helpdesk technicians. Recruiting and training replacements took time away from planned IT projects and left Chris as the group's only consistent point of contact for IT.

Multiple 3CX servers, licences and ageing hardware added to the operational workload, creating further demands on an already stretched internal resource.

THE OBJECTIVE

Give employees dependable day-to-day IT support while freeing the internal ICT manager to focus on the work that matters most.

The solution

Curveball provided a layered IT support arrangement to give Chris and the wider group additional capacity. Employees gained direct access to Curveball's IT helpdesk, allowing them to raise day-to-day technical issues without relying solely on the in-house ICT manager.

Working with an MSP added a dedicated external support resource alongside the group's internal IT function, easing the pressure of managing a constantly changing helpdesk team.

What the partnership offers

Direct helpdesk access

Employees can contact Curveball directly for support with everyday IT issues.

Additional IT capacity

An external support team complements the internal ICT function.

More room for project work

Routine support can be handled without every issue resting with one internal contact.

IN THE CUSTOMER'S WORDS

"I'd absolutely recommend Curveball to any IT Manager who's in a similar position, or even to a company that already has an IT team in-house but needs that little bit of extra support. It just takes that little bit of pressure off."

Chris Jackson | Group ICT Manager, Tudor Griffiths Group

Need extra support for your in-house IT team?

Talk to Curveball about managed IT support for your business.

[Read the full customer story online](#)