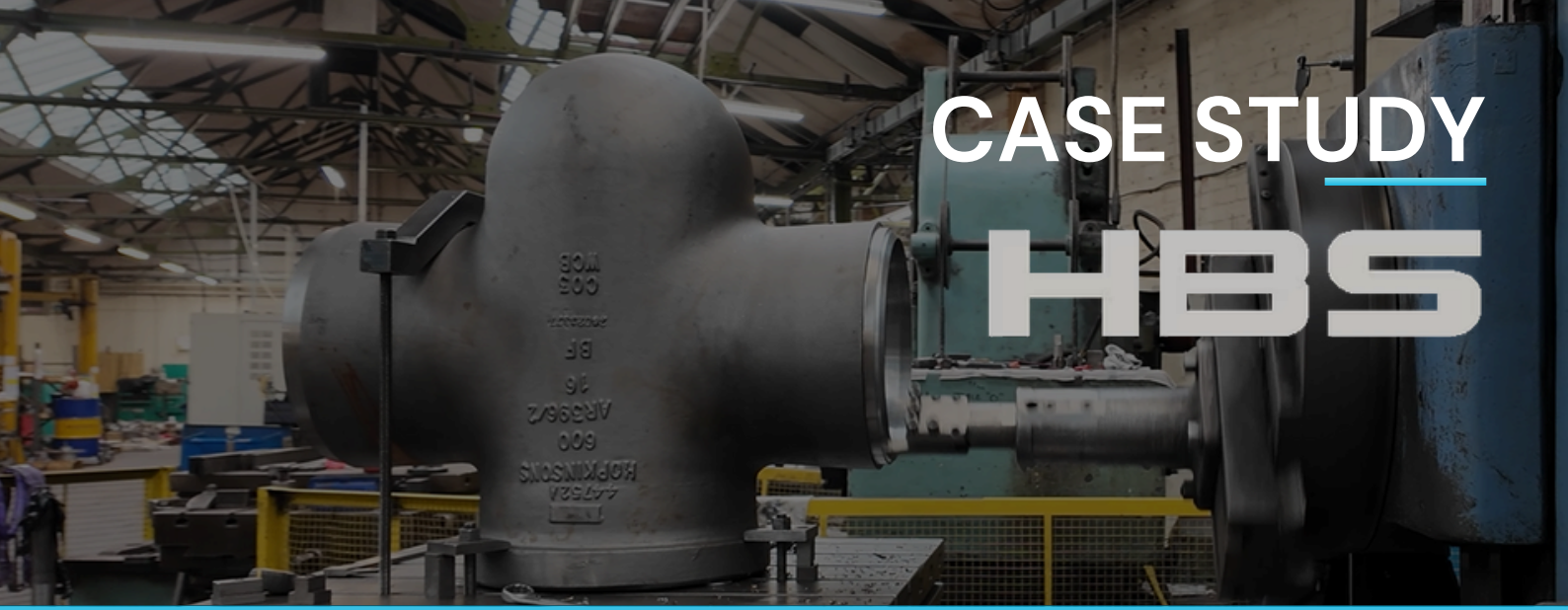




CASE STUDY

HBS

Day-to-day now is worlds apart from what it was with our old company.

Mark Scroggie, Manager
Horizontal Boring Services, Wigan

The setup with Focus was seamless.

Phil Blackledge, Director
Horizontal Boring Services, Wigan



Fast | Friendly | Stress-free

Key Outcomes



Personal, name-to-name support from a team that knows their systems



Cyber attack response before the contract was even signed



New firewall installed in 3 days, not 3 weeks



New PCs sourced, built, and existing machines overhauled



Full cloud backup and SentinelOne protection deployed



Entire business scoured for vulnerabilities and improvements

Fast | Friendly | Stress-free

The Challenge

HBS is a fast-paced subcontract manufacturer in Wigan, with 30 employees, supplying into the oil and gas and valve industries.

With specialist machinery and software on site, they needed IT Support that understood their business, not just their tickets.

But their previous provider had grown too big.

What started as a personal relationship became a number on a system. Calls went to third and fourth line support from people who had never heard of HBS.

Response times stretched from hours to days. And for a business that moves quickly, that simply was not good enough.



When we were calling up for support, I'd be waiting hours, if not days sometimes for a response. With the nature of the business we're in, we are very fast-paced and we need answers quickly.

Fast | Friendly | Stress-free

Strategy

When a cyber attack hit HBS mid-transition, Focus stepped in immediately, even though they were not yet contractually obliged to.

The old provider said a new firewall would take three weeks. Focus had it installed in three days.

From there, they took full ownership of the IT environment, overhauling machines, deploying cloud backups, installing SentinelOne protection, and scoping the entire business for vulnerabilities.

"Dave told me he was willing to jump in and help in any way he could, even though he wasn't contractually obliged to at that point."

Mark Scroggie

"Focus didn't run away from it. They wanted to be involved from day one, and were incredibly supportive. It gave us that security that we were doing the right thing."

Phil Blackledge

Now, HBS has a support partner who knows their people, understands their systems, and makes IT feel invisible. The way it should be.

"I'm confident I can ring Focus any time of the day and someone will be there to help."

Mark Scroggie, Manager



Solution

HBS needed more than just a new IT Support provider.

They needed someone who would take the time to understand their systems, their machinery, and their people before taking over.

That's where Focus Technology Solutions came in.

Way before the contract was in place, Focus got stuck in. They took the time to understand exactly what HBS did, how they did it, and how to manage the handover properly.

- **Personal onboarding with zero disruption to the team**
- **Honest communication that built confidence from day one**
- **Focus learned HBS's niche machinery and specialist software**
- **No issue too big. No issue too small.**

A Real Shift in Mindset:

For HBS, this was not just about fixing IT. It was about finally having a team in their corner. Someone who picked up the phone, knew who they were, and got things sorted.

"The setup with Focus was seamless really. That was the main surprise to me, how seamless it went, and the level of support and communication we were offered during that time."

Phil Blackledge, Director, HBS