

# A fully resilient IT Strategy Tardis Environmental UK



## A CASE STUDY

Tardis Environmental have come a long way since 1991 when plasterer Chris Boydon diversified into renting portable loos to builders. Now providing portable toilet hire nationwide, as well as septic tank emptying and bulk water delivery, today the company has a turnover of £20m+, employs 180+ and owns 11 depots as well as a fleet of over 150 work vehicles. Just like us at Curveball Solutions, Tardis Environmental is a family business - Chris remains as CEO, his son Rob Boyden is Managing Director, while other family members are also Directors.

## THE CHALLENGE ●●●●●●●●●●

Following a cyberattack, Tardis Environmental experienced an IT outage that put them out of action for four days. Donna Bryan, Executive Assistant Director explains, "We had no backup, it was so bad we had to revert to pen and paper and do everything manually - we couldn't access our contacts, prices, customer details, we couldn't do anything at all."

After this, the company hired a local IT company to provide additional support to their in-house IT Manager. However, they found that each support request came with extra charges. Donna explains, "There were so many unexpected additional charges it just didn't work out for us."



## THE SOLUTION ●●●●●●●●●●

After carrying out an IT Health Check network audit, we built a tailored IT Strategy for Tardis Environmental, designed to increase their resilience and maximise uptime.

To protect from internet and telecoms downtime, we supplied a leased line with backup in auto failover mode and UTM HA Virtual Firewall with their connectivity. We also provided the company with the tools to instantly access their data and protect against downtime with our Infrastructure as a Service, Disaster Recovery as a Service and Cloud Data Backup. Finally, our IT Support package which includes unlimited support requests at no extra charge, as well as Adaptive 360 IT Security.

# The Case in Brief

## WHAT WAS WRONG?

After being hacked, Tardis Environmental faced 4 days of costly downtime, followed by unexpected extra costs from their IT Support provider.

## WHY THIS IS A PROBLEM

Without a Disaster Recovery solution, they were unable to access their data and their IT support provider was costing more than expected.

## WHAT'S THE IMPACT?

Expensive and frustrating downtime, time and money wasted, negative impact on operations, customer service and profits.

## THE SOLUTION

Our experts delivered an IT Strategy tailored to the company, including a new backup leased line, virtualisation of servers, improved security and simplified IT Support.

### Tardis Environmental Service Stack:

- ✔ IT Support
- ✔ IT Security
- ✔ Cloud Data Backup
- ✔ IaaS
- ✔ DRaaS
- ✔ Office 365
- ✔ Mobile
- ✔ MDM
- ✔ Fixed Telecoms
- ✔ SIP Trunks
- ✔ Connectivity
- ✔ Leased Line
- ✔ Utilities



### Donna Bryan

Executive Assistant Director  
Tardis Environmental UK

"We joined a local IT Support provider, but we found that every time we asked for support there was an additional charge. A new email address needed? That will be extra - so it didn't work out for us.

However, since coming on board with Curveball, we pay a monthly fee and there are no extra charges. That's it, we know where we are. It doesn't matter at all that Curveball aren't local - it works.

### TARDIS ENVIRONMENTAL: RESULTS

★ Improved Business Continuity

★ Optimised Infrastructure Performance

★ Simplified Support

★ Peace of Mind

With a robust IT Strategy in place, the business can be confident that in the event of another outage they will be able to access their data and operate effectively.

# WHY CURVEBALL SOLUTIONS



As a smaller, agile provider we can act quickly to ensure our clients challenges are resolved without delay. You can be confident of getting reliable, expert guidance and advice - without the hard sell.



**Donna Bryan**  
Tardis Environmental UK

"I've got to be honest, every time I call, the IT Support team are on it straight away. Curveball definitely always goes above and beyond for us.

It's great that we can now be confident in our IT with Curveball supporting us. I would recommend Curveball Solutions to any business looking to secure their IT infrastructure, anywhere in the UK."



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