

Reading Buses IT Partnership

Helping one of Berkshire's most recognised transport operators modernise their IT, keep their sites connected and stay on top of cybersecurity.

SERVICES

IT Support | Security

SECTOR

Public Transport

LOCATION

Reading, Berkshire

RELATIONSHIP

Ongoing partnership

THE CHALLENGE

They needed a partner, not just a supplier

Reading Buses keeps thousands of passengers moving around Berkshire every single day. Behind the scenes, their IT team is responsible for everything from ticketing systems to keeping communications running across multiple sites. When they decided the time had come to upgrade and improve things, they knew they didn't just want someone to fulfil a brief. They wanted a team they could actually work with and rely on.

THE SOLUTION

A proper IT partnership

We'd already been working with their sister company, Thames Valley Buses, for over seven years, so there was a real foundation of trust there. That made us a natural fit when Reading Buses started looking for support. We also have one of our technicians on-site which means the team genuinely feels like one joined-up unit rather than an outsourced add-on.

● Cloud migration

We're moving their key services to the cloud so they've got a setup that's genuinely flexible and easy to scale.

● VPN upgrades

Their old site-to-site VPNs have been replaced with modern, secure connections that actually hold up.

● Managed IT support

Fast helpdesk, proactive monitoring and regular catch-ups to make sure nothing slips through the cracks.

● Ongoing cybersecurity

Regular penetration testing and ongoing security work so they're not caught off guard by threats.



"It's a pleasure dealing with 1-Fix, they are very responsive to our requests, and have helped us enhance our IT infrastructure."

Mark Price Head of IT, Reading Buses

RESULTS

What the partnership has delivered

7+ years

Supporting sister company
Thames Valley Buses

Multi-site

Secure connectivity across all
Reading Buses locations

Full cover

Helpdesk, monitoring and
security all under one roof

One team

In-house and 1-Fix expertise
working together seamlessly

COMMON FAQs

Questions we get asked about this partnership

- **How did Reading Buses come to work with 1-Fix?**

We'd already been supporting their sister company, Thames Valley Buses, for more than seven years. So when Reading Buses started looking for an IT partner, we were already a known and trusted name in that world.

- **What does the day-to-day IT support look like?**

It covers helpdesk support, proactive monitoring and regular account reviews. The idea is that issues get picked up before they become problems, and the team always has someone to call when things need sorting.

- **How does 1-Fix approach cybersecurity for Reading Buses?**

We run regular penetration tests and keep security measures updated on an ongoing basis. It's about staying ahead rather than reacting after something goes wrong.

- **Could 1-Fix support other transport or multi-site businesses?**

Absolutely. We've got real experience working with complex, multi-site operations like this and we'd love to talk to other organisations facing similar challenges. Get in touch via 1-fix.com.