

CASE STUDY

MANAGED IT SUPPORT

Trans City Skoda

Automotive | London

Trans City Skoda transitioned from reactive IT to fully managed services with Genmar, gaining a stable, secure, and future-proofed IT environment.

The Challenge

Trans City Skoda was relying on reactive IT support, which meant issues were only addressed after they occurred. This led to network instability, security concerns, and a lack of visibility over their IT assets.

Our Solution

We transitioned them to a fully managed IT support model with proactive monitoring, conducted a full network audit, assigned unique identifiers to all devices, and provided dedicated onsite engineer support.

Key Benefits

- Transitioned from reactive to proactive IT support
- Improved network stability and security
- Assigned unique identifiers for all devices
- Full network audit providing a clear baseline
- Dedicated and personable onsite engineer support

Results Achieved

- Zero unplanned downtime since transition
- Complete asset visibility and tracking
- Improved staff productivity

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"Your onsite engineer Charlie was great in the onboarding. It was all excellent to be honest, we just pointed him in the right direction, and he got to work. Top notch."

Alison Pemberton, Sales Admin Manager

Services Provided

IT Support

Microsoft Cloud Consultancy