

neuways

IT Strategy, Security & Support

UBT
REBATE
SUPPLIER



Ground-Guards Case Study

GroundGuards®

Ground-Guards specialises in grass, ground, and turf maintenance equipment. Spanning a variety of industry sectors including golf courses, football and rugby pitches, and bowling greens, Ground-Guards works with businesses around the world.

Based on a 3.5 acre site near Leeds, Ground-Guards has trusted Neuways to support their entire IT infrastructure and technological landscape through their comprehensive managed IT solution.

As part of this managed IT support, which has spanned almost a decade, Neuways has also supported Ground-Guards in implementing their business continuity strategy with a Datto backup system.

IT has evolved considerably over the past 10 years, as have business operations, with an increased reliance on online architecture. Neuways has helped and supported Ground-Guards as they have navigated the changing landscape.

Ground-Guards has provided customers with plastic ground protection systems longer than anyone in the industry and forms part of a complex global supply chain. Therefore, an IT failure of any kind would cause a damaging, rippling effect.

Keeping Global Industry Moving

Ground-Guards approached Neuways for reliable managed IT services and business continuity. Neuways, taking these needs into account, recommended and installed the world's leading backup and business continuity solution.

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“We have never had an issue but if we ever did, I even have a dedicated account manager who I can call on pretty much any time... I really love the way that my account manager actually has the backing from his company”

- Laurie Luke, Head of Development & VP of International Sales

But, if a disaster such as a malware attack did strike, Ground-Guards' backup solution could retrieve a non-infected version of their IT systems allowing them to continue with business as usual, minimising the disruption to the business.

Neuways' business continuity solution, which allows customers to run their internal systems through the cloud, also gives businesses like Ground-Guards the peace of mind to be able to run their business as usual, even in the event of a disaster.

Managed IT With Outstanding Expertise

With a dedicated service plan, Neuways has provided Ground-Guards with live round-the-clock support for all of their IT needs, including PCs, servers, printers, and more.

Neuways' dedicated technical team has supported Ground-Guards' IT, allowing their employees to focus on the day-to-day business.

Impressed with results and the level of service received, Ground-Guards has developed a long-term business partnership with Neuways, based on trust and reliability.

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“I would have absolutely no hesitation in recommending Neuways to any other business regardless of size for IT Support... they are a good organisation to bolt on to ours... they've recommended improvements and given suggestions which have helped us forward”

- Laurie Luke, Head of Development & VP of International Sales

With a partnership spanning almost a decade, Neuways looks forward to securing Ground-Guards' future success.