m2 Computing

Seamless Business Continuity at Collingwood Batchellor

Background

Collingwood Batchellor are a family run homewares and furniture retailer operating across the South East area, with their flagship store based in Horley, Surrey. Established with 90 employees delivering a high standard of customer service in 8 stores throughout the region, they require a reliable local outsourced IT service.

Long term support

M2 Computing have supported Collingwood Batchellor for over ten years, providing a complete IT and consultancy service. With each new store opening, M2 Computing managed the purchase and installation of the new equipment, infrastructure, cabling and system set up. Store openings are often projects running to extremely tight deadlines, so efficient delivery and set up is critical. M2 Computing have assisted with consultancy, planning and support to ensure each new Collingwood Batchellor store is fully operational for the grand opening.

Downtime would result in chaos

The network servers for Collingwood Batchellor are all centrally located in Horley with links to each local store. Collingwood Batchellor use Swan Retail to manage all their customer orders, stock delivery, processing orders, managing suppliers, accounts and deliveries. If the Horley system were to fail, the staff would be forced to resort to a manual paperbased system without access to the essential information. The result would be complete chaos. To minimise downtime and ensure complete business continuity, M2 Computing recently installed the M2 Cloud Back Up and Disaster Recovery solution from business continuity specialists Datto.

Collingwood Batchellor
www.collingwoodstores.co.uk

"I have great peace of mind knowing our disaster recovery is safely in M2's hands."

Zena Morley, Account Manager

Prior to adopting the M2 Cloud solution from M2 Computing, Collingwood Batchellor used a tape based back-up solution. Information was backed up on a daily basis and the tape was taken home each evening by an employee. Thankfully, this unreliable method is now part of the Collingwood Batchellor history. The new solution, creates a complete disk image of all the systems including software applications, user settings, configuration files and drivers, Collingwood Batchellor have installed. In the event, they need to recover their systems, it can be accessed in the exact format last saved. Collingwood Batchellor have set the system to back up all data every 10 minutes, both locally on the hardware and remotely in the Cloud.

24/7 Round the Clock Support

As a major retailer, operating long hours and over the weekends, Collingwood Batchellor need assurance that they can continue to operate around the clock. For complete peace of mind, they have opted for the Gold M2 Assist package and 24/7 service support, which means Help Desk support any time of the day or night.

Summary

M2 Computing provide Collingwood Batchellor with a reliable, trustworthy and long term outsourced IT solution. M2 Computing have grown with Collingwood Batchellor bringing their IT requirements in line with the latest developments in technology and implementing ways of working to provide complete peace of mind. **Zena Morley, Accounts Manager concludes "M2 Computing has been our IT support provider for a number of years. As our company has grown, M2 have played a key part in the expansion and launch of new stores. I have great peace of mind knowing our disaster recovery is safely in M2's hands."**