Improving B R Hodgson's Organisational Uptime

How we overcame business critical inefficiencies for B R Hodgson

B R Hodgson Framing Limited

netitude

Transforming BR Hodgson: From IT Inefficiencies to Technological Success

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We unite people, processes, and technology to propel businesses towards sustainable, long-term growth."

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The Client

B R Hodgson Framing Limited

B R Hodgson Framing Limited is an approved accredited installer of Metframe, an innovative steel framing system manufactured by Metsec. Metframe is a light steel framing system commonly used in construction, particularly in the UK, and is commonly used in commercial, residential, and industrial projects.

B R Hodgson Framing specialises in installing Metframe. Their services include off-site fabrication panels, on-site assembly, and working with metal decking and in-situ concrete floors and prefabricated cassettes.

They are integral in implementing Metframe's efficient and modern construction solution for various building types. The innovative installation organisation prides itself on its experience, excellence, and ideally located fabrication facilities, empowering it to provide effective building solutions throughout the UK.
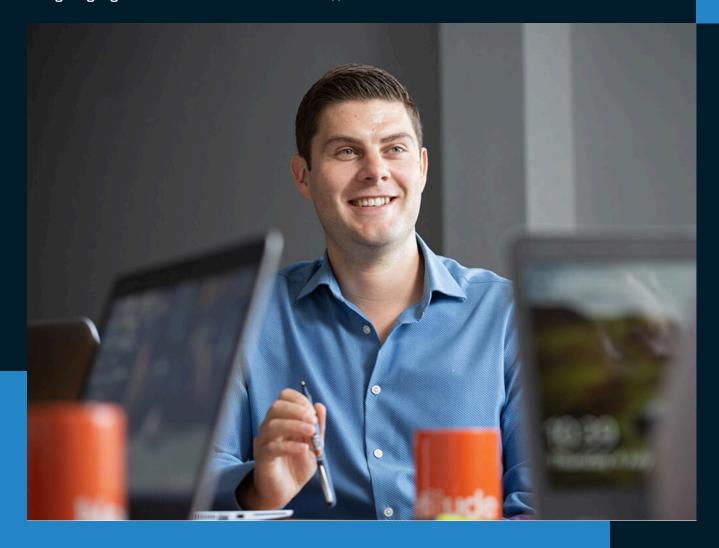
Strategic Roadmap

B R Hodgson, a provider of key services to the commercial sector in the UK and overseas, faced a critical juncture after 12 years with their existing IT partner.

Their growth had outpaced their partner's ability to support them effectively; that's when they turned to our technology experts at Netitude, who duly obliged and set them on a path towards technological success.

The overarching objective was to ensure seamless business operations through well-managed technology. There were numerous obstacles and challenges to overcome. However, by working collaboratively and leveraging our tailored NET9 framework, both sides played their part in getting BR Hodgson's digital infrastructure up to speed.

Adam Harling
Managing Director

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The Brief

B R Hodgson provides a range of key services to the commercial sector in the UK and overseas.

After 12 years with the same company, B R Hodgson realised they had outgrown their IT partner, who could no longer offer the support their company needed. Seeking a new partner to suit the needs of their growing business better, B R Hodgson needed someone to manage their whole IT environment, from desktop, network and server support, to email and backup and recovery solutions.

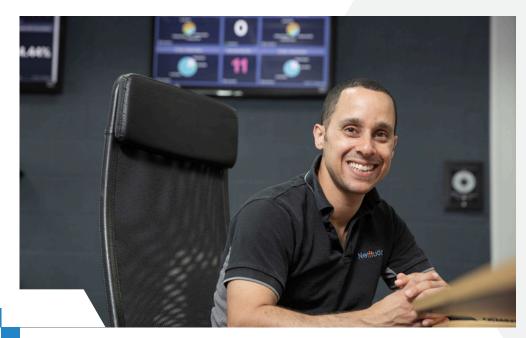The overall goal was to ensure that their technology kept the business running smoothly.

Providing Brook Food with an Innovative Solution

As a fully managed customer, B R Hodgson was assigned a Virtual IT Director (vITD) to look after their technology journey and a Technical Alignment Manager (TAM) to complete quarterly audits on their entire IT estate.

Before diving in, their vITD worked with them to define what was important to the company: their priorities, needs and goals. Then, their dedicated TAM undertook a complete IT and security audit of B R Hodgson's infrastructure.

The audit report detailed their current position, uncovering performance issues and weak points in their security. Using the information, their vITD was able to design an IT Strategy that would take into account their results and business goals and ultimately help drive them forward.

Faith Parker
HR Director | B R Hodgson Framing Limited

We found the process of working with Netitude very good and, in fact, excellent. They have done exactly what they promised: audited our IT infrastructure first, then pointed out the problems, and created a plan to remedy it over time.

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The Result

During their audit, we discovered that their backup solution was unreliable and did not cover business-critical data or devices. As a result, if the server suffered a hardware failure, it would take around a week of company downtime to recover the data to a working replacement server. To remedy this, we implemented superior backup and recovery systems to provide an identical replacement server within 30 minutes of a hardware failure on the primary server.

Initially, the network infrastructure was untidy and over-complicated, making it time-consuming to troubleshoot and manage. In addition, a firewall or UTM device was not present to protect the network and its users. To improve this, we designed and implemented a significant network overhaul to ensure the network was protected to the required level.

Next Steps

We are now in our sixth year working with B R Hodgson. We have transformed the way they view IT, and they have grown as a result.

As a very niche business within the construction industry, we continue to monitor their business and look for new ways to improve efficiency and security to help them stay ahead of the game.

Is **Netitude** the **Right Fit** for your business?

In partnering with B R Hodgson, Netitude has demonstrated its ability to overcome critical IT inefficiencies and propel businesses towards technological success. We ensured seamless operations through well-managed technology by aligning our tailored NET9 framework with B R Hodgson's goals.

Through the assignment of a Virtual IT Director and Technical Alignment Manager, we conducted comprehensive audits and designed an IT strategy that addressed performance issues and security vulnerabilities. By Implementing superior backup and recovery systems and a significant network overhaul resulted in improved uptime and enhanced security for B R Hodgson.

As we enter our sixth year of collaboration, we continue to monitor their business and seek new ways to optimise efficiency and security. Netitude stands ready to empower businesses across industries with proactive IT solutions tailored to their unique needs, ensuring sustained growth and success in today's digital landscape.