Elevating Business IT

How Netitude Transformed Brook Food's Operations and Security Landscape

This case study covers how Netitude helped Brook Food conquer its IT-related fear, streamline processes, and fortify security, all while paving the way for future growth.

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

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The Client

Brook Food

Brook Food is the largest provider of new and used machinery in the UK and Europe. It supplies some of the world's leading manufacturers with the latest and greatest baking equipment.

Mission

Their mission is to ensure the prosperity and longevity of the bakery industry; it's the driving force behind all the great work they do as a business.

Test Bakery

What sets Brook Food apart is that they've set up a free-to-use test bakery facility in their head office (Somerset, United Kingdom). The test bakery allows potential customers to come along and try products out and familiarise themselves with the machines they have to offer.

Values and Philosophy

Brook Food is an organisation comprising of bakery specialists and is backed by over 300 years of industry experience and expertise. They pride themselves on their unique approach, which has been cultivated to give their customers the best-in-class experience and advice regarding baking equipment and goods.

Strategic Roadmap

Brook Food, a leading equipment supplier in the UK, faced IT challenges due to rapid growth and outdated infrastructure managed by its previous IT partner. Seeking a reliable solution, Brook Food partnered with Netitude to revamp its IT strategy and infrastructure. Through a meticulous audit, Netitude aligned Brook Food's IT with its business goals, implementing a range of solutions, including Backup and Disaster Recovery and a range of Cyber Security measures in line with Cyber Essentials best practices.

Netitude's hands-on approach ensured a seamless transition, allowing Brook Food to focus on its core operations while Netitude managed its IT efficiently. As a result, Brook Food experienced improved security measures, reduced risk of disruption, and enhanced disaster recovery capabilities. Moving forward, our technology experts at Netitude plan to continue to secure and maintain I.T. in line with business objectives through regular strategic reviews.

Overall, Netitude's tailored solutions and proactive approach have empowered Brook Food to thrive in a digitally driven landscape, positioning them for sustained growth and success.

Adam Harling
Managing Director

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The Brief

Since 1994, Brook Food has been at the forefront of equipment supply in the UK. They are the largest provider of used machinery in the UK and Europe and offer new machinery from some of the leading worldwide manufacturers.
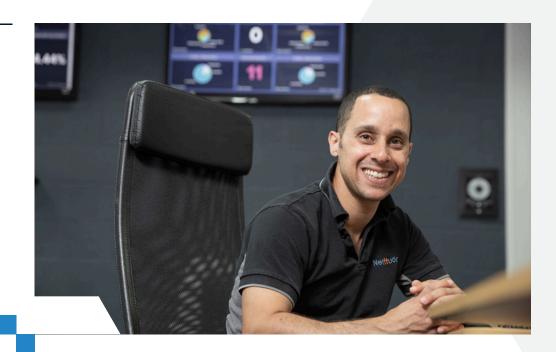
Brook Food's previous IT partner, who managed their IT for over 20 years, couldn't cope with their growing demands. Constantly being bogged down with technical issues meant Brook Foods couldn't focus on its business goals. While nervous about transitioning to a new partner, Brook Foods knew they needed a reliable partner to take them to the next level with their business IT and ease their worries.
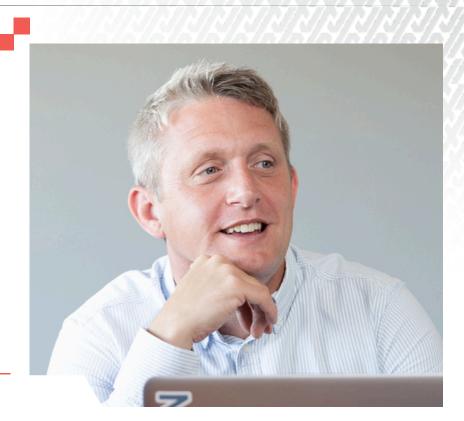
Providing Brook Food with an Innovative Solution

Brook Food worked closely with our Virtual IT Director and Technical Alignment Team to build an IT strategy that worked for them. We began with an audit of their entire network and IT infrastructure to give us insight into their current state; then, we recommended best-practice solutions to align Brook Food's IT with their business goals. As a result, we successfully implemented a BDR (Backup and Disaster Recovery) solution, Network security device, robust failover internet connection, user account security, and remote access security policies.

Business IT can be frustrating and time-consuming. We aim to take the burden of IT issues away from you so that you can focus on your business. We make technology recommendations to improve your business and your experience with IT.
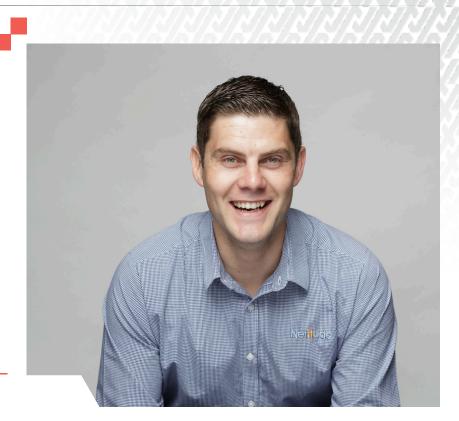
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The Result: Part One

The relationship between Brook Food and Netitude has blossomed in the four years we've worked together. From the get-go, our aim was to make our onboarding process straightforward and stress-free, and with Brook Food, we feel like we hit the nail on the head.

As we do with all newly onboarded clients, we took the time to learn the ins and outs of their business, including its needs, goals, and current IT pain points. We also kept Brook Food in the loop every step of the way during the first few months to ensure transparency was kept throughout the process of overhauling their IT systems.

We ensured that the transition from their previous IT partner to becoming a Netitude client was seamless and smooth throughout.

The Result: Part Two

In the case of Brook Food, the aim from the outset was to free up employees' time to focus on their actual jobs rather than be distracted by IT issues. We have successfully managed this. As a direct result of the technical standards we have introduced and project work carried out, Brook Foods now has a much-improved security position; all of the baseline security recommendations for a small-medium business are in place.

Consequently, they have a reduced risk of disruption to business operations due to ransomware attacks or other virus disruptions. We now manage their day-to-day IT maintenance (updates, antivirus scans, backups, backup checks). They recover much faster from a disaster (fire, server equipment failure) than before by recovering essential files and documents via the cloud. We can restore files and emails in hours rather than days or weeks.

All our changes made significant steps forward to reduce the risk of disruption to operations and lessen the length of disruption in a disaster.

Next Steps

We recently finished a project to upgrade servers to improve the stability of one of Brook Food's key business apps, Sage Act!, supporting their digital transformation efforts, which include making stock and pricing viewable by clients on their website and linking into this system.
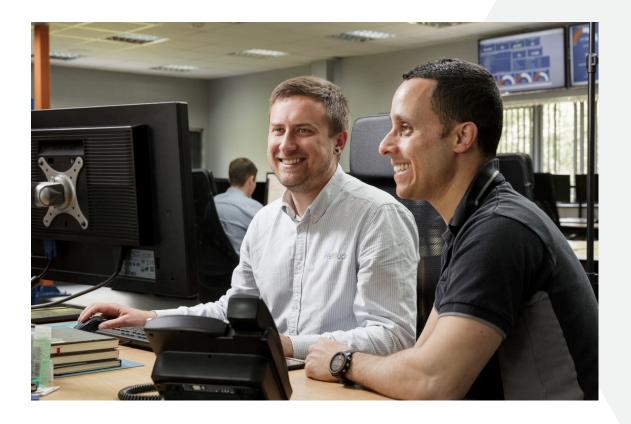
This integration will also give them more ways of working remotely securely and reduce their reliance on on-site server equipment. In addition, we will continue with the quarterly technical audits and strategic review meetings to ensure we stay on top of their business goals and IT roadmap.

Is Netitude the Right Fit for your business?

Having successfully navigated Brook Food through a transformative journey in their IT infrastructure, our partnership with them remains as vital as ever. Looking ahead, our commitment to their success extends beyond mere maintenance to actively fostering their growth and innovation in the digital realm.

Are you interested in how our technology experts here at Netitude can help your organisation reap the rewards that a digital transformation would bring? Don't hesitate to contact our friendly and responsive team today!