



Case Study
representing the services of
**Greenwood
Magnetics**

making **IT** work
Remedian

What the client had to say...

Can you provide us with a brief introduction to you and your business?

Greenwood Magnetics specialises in manufacturing bespoke magnetic solutions, primarily for the food and pharmaceutical industries. With 76 years of experience, it stands as a long-standing family-run business, known for its commitment to quality and innovation.

What challenges or issues were present before working with Remedian and how did we resolve these?

Before partnering with Remedian, Greenwood Magnetics faced significant challenges with their previous IT providers. Despite the company's growth, their IT infrastructure couldn't keep pace, resulting in a lack of proactive support and frequent disruptions. However, these challenges were addressed effectively with Remedian's strategic approach and proactive solutions, including structured monthly meetings and server upgrades.

Why have you chosen to continue working with Remedian over other service providers?

After our experience with other companies Remedian is the best out there, Remedian is always so proactive, and their staff are amazing. Their engineers always go above and beyond for example Kacper is always there to help, even outside of regular hours, and he's helped us with more than just IT issues. When our Tannoy system broke down, Kacper really stepped up and showed us that he's committed to our success. Their proactive attitude and unwavering support make them an essential part of our team.

Since working with Remedian, what aspects of our services have exceeded your expectations?

Since partnering with Remedian, several aspects of their services have exceeded our expectations. Firstly, their commitment is unparalleled. Their staff members are reliable, ensuring a quick turnaround for all our IT needs. In fact, we've experienced minimal downtime, with any issues being resolved within a couple of hours. The structured support system, from 1st line engineers to 2nd and 3rd, has been particularly beneficial. This streamlined approach ensures that issues are addressed effectively and promptly. The positivity and professionalism displayed by Remedian's team members further enhance the overall experience. Moreover, Remedian's support extends beyond geographical boundaries. With our Managing Director occasionally working from Spain, their IT support enables seamless remote work, ensuring that any issues are swiftly addressed, regardless of location.

How would you describe the implementation process for the services provided by Remedian? Was it smooth and straightforward, and were there any notable aspects that made it particularly easy for your business?

The implementation process for the services provided by Remedian has been incredibly smooth and straightforward for us. We've found comfort in knowing that Remedian is always there, ready to support us with offsite backups and comprehensive server management. With their presence, we can focus on our core business operations without worrying about IT-related concerns.

Remedian has not only provided peace of mind but has also delivered tangible benefits. By consolidating our Autodesk needs and leveraging their team's expertise, Remedian has helped us save a significant amount of money. Furthermore, they've played a crucial role in addressing our paramount concern: IT security. With their guidance and frequent meetings, we've implemented best-in-class security measures and stayed ahead of emerging threats, safeguarding our intellectual property and business interests.

Here at Remedian, we favour a proactive approach towards issues that arise by using advanced tools for reporting and monitoring. If you have experienced the benefit of this approach through us in the past, please can you tell us more about this?

We've had an exceptional experience with Remedian. Their proactive approach, advanced tools, and dedication to anticipating our needs set them apart. James keeps us informed through frequent newsletters, highlighting new products and improvements. Remedian has introduced new software solutions and enhanced security measures, making our systems more secure and user-friendly. Their regular updates empower our team with the latest tools and resources, boosting productivity. Overall, Remedian's commitment to innovation and proactive communication has made them an invaluable partner in our business operations.

In your experience with Remedian, have you noticed an upgrade in the technology you use? How has this impacted your overall experience when it comes to ease of use and your team's productivity?

With Remedian, Greenwood Magnetics has noticed a substantial upgrade in technology. Remedian's commitment to innovation and proactive communication have greatly enhanced the business's overall experience, making them an invaluable partner in driving productivity and ease of use for the team. From streamlined software solutions to enhanced network infrastructure, Remedian's technological upgrades have positioned Greenwood Magnetics for future growth and success.

How has Remedian contributed to bringing your establishment to the forefront of online security and awareness?

Remedian has been a crucial partner in positioning our establishment as a leader in online security and awareness. They consistently provide customized security options that are effective and aligned with our specific needs. Remedian also helps us optimize costs through license reviews and implements essential security measures like two-factor authentication for every email address.

One of the things that sets Remedian apart is their unwavering support and responsiveness. Unlike previous providers who struggled with staffing issues, Remedian ensures uninterrupted support and promptly addresses technical problems. They are proactive in assisting senior leadership, which instills confidence in their dedication to our organization's success.

Overall, Remedian's personalised, responsive, and proactive approach has significantly enhanced our establishment's online security and awareness. Their commitment to our organization's digital resilience sets them apart as trusted partners in our journey toward excellence.

Testimonial...

“Exemplary service, proactive approach, attitude and respectful can do approach is second to none. Makes a big difference..”