From One-Off IT Fixes to Fully Managed IT:
Supporting a Growing Garage with Reliable Technology

Background

A busy, growing garage business was experiencing increasing frustration with its IT setup. What began as occasional technology hiccups, gradually became barriers to day-to-day operations.

The business initially engaged VMIT following a cold call, seeking help with a printer fault and a software issue.

However, it quickly became clear that the challenges ran deeper than isolated problems.

With an outdated website, unreliable Wi-Fi across the garage, and limited support from their existing IT provider, the business lacked the stability and resilience needed to operate efficiently.

Recognising the risk this posed to productivity and service quality, the garage began exploring a more proactive, long-term IT partnership.

The Challenge

The customer was facing several operational and technical challenges:

Unresponsive IT support
Slow issue resolution was impacting staff productivity.

Poor Wi-Fi coverage
Connectivity did not extend into the garage, affecting critical equipment.

Limited resilience and security
A lack of backups and power protection left systems vulnerable.

Outdated systems and website
Legacy technology created inefficiencies and potential security risks.

The Solution

A Phased Journey to Fully Managed IT

April–May 2024

VMIT completed an on-site survey and transitioned the business onto a managed IT retainer.
Core systems were brought under full management, resolving existing printer and software issues while enabling proactive monitoring.

Key implementations included:

- ConnectWise RMM
- ESET antivirus
- Daily workstation and Microsoft 365 backups via Acronis

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June–July 2024

We recommended a local web developer and held joint meetings to migrate the DNS records over, takeover O365 management, and improve O365 security, allowing all staff to contact IT when necessary without having to consult a director beforehand.

December 2024

Two new wireless access points were installed, delivering reliable Wi-Fi coverage across the office and garage.

June 2025

Two UPS systems were deployed to protect network and computer equipment from power interruptions, improving resilience and continuity.

Results

The transformation was immediate and measurable.

Improved efficiency
Faster issue resolution reduced downtime and staff disruption.

Stronger security
Reduced cyber risk with managed Microsoft 365 and secure backups.

Reliable connectivity
Consistent Wi-Fi enabled critical equipment to operate as intended.

Improved continuity
Power protection ensured systems remained accessible during outages.

Why VMIT?

Key Benefits

- Fixed-cost managed IT with no surprise charges
- Proactive monitoring and ongoing maintenance
- Long-term IT guidance and consultancy
- Coordination with third-party providers

Customer Feedback

"We have been with VMIT for just over a year and are extremely glad they were recommended to us.
It gives us peace of mind knowing our IT is in safe hands. Issues are resolved efficiently, communication is prompt, and the entire team are professional and helpful.

VMIT have also improved Wi-Fi across the garage and worked with third parties on our website and telecoms. We would not hesitate to recommend them."