

GHE GLOBAL HOUSE ESTATES

SALES, LETTINGS AND PROPERTY MANAGEMENT

After years of ad-hoc IT, GHE decided to engage with Support Tree. We are building a technology roadmap for GHE to migrate to the cloud. The first step of their migration is an infrastructure refresh.

The Business Challenge

GHE had never had an IT support company before they signed with Support Tree. Previously, all IT requirements were dealt with internally by management.

This meant IT was built in an ad-hoc fashion without a strategy or technology roadmap. This is quite common for young, rapidly growing businesses.

Time-wasting issues included:

- ⊘ Very slow machines
- ⊘ Using Windows Home computers, not Windows Professional
- ⊘ Time wasted on IT instead of spent working
- ⊘ Lack of IT strategy or roadmap

PCs would take 20 minutes to boot up in the morning and staff were frustrated by their reduced productivity caused by an issue that shouldn't exist in the first place

It came to a point where enough was enough. One of the directors felt his time and attention could be much better spent on anything but solving IT issues.

The Company

With a humble start from Co-Founder Ogo's dining room table, GHE has grown to become one of London's most sincere and genuine estate agents.

Their mission is to keep both landlords and tenants happy – at all costs – and they do so by committing to work with vendors and tenants as equals.

GHE are committed to dealing with all shareholders as 'people', not numbers, and have the ethos of treating all properties with the same respect they would for their own homes.

“Before Support Tree, we didn't have a dedicated IT resource. We fixed most of our issues in-house which took a lot of time away from myself and Andy.”

Ogo Mkparu, Co-Founder



“ Having Support Tree as our IT department means we now know our highest priority when it comes to tech.

They drew up a technology roadmap for us with upgrades and migrations for the next 12 months, taking into account our budget. This means we know what's happening when, how much it'll cost and what it means for us.

We were in touch constantly throughout the process, so I feel confident in leaving our tech in Support Tree's hands! ”

Ogo Mkparu, Co-Founder

Our Solution

Considering GHE's growth ambitions, we developed a bespoke 18-month technology roadmap that would support the company's growing needs.

GHE's technology roadmap leads them ultimately to the cloud. The first stop in their roadmap is to replace ageing infrastructure.

As their previous machines were not in-line with business best practices, we rolled out new Windows 10 Pro desktop machines across all staff.

Ultimately, the implementation of Windows 10 Pro machines means GHE now have a secure network, where they can control access to resources, apply company-wide policies and enjoy heightened network security.

Their Outcome

GHE staff now enjoy a significantly faster work day without slow machine start-ups or basic, frustrating issues they experienced previously.

GHE are experiencing fewer tech issues, so disruption to the work day has decreased.

The successful on-boarding means GHE can advance to the next step of their roadmap for their migration to the cloud.



Outsource your IT requirements today and focus on what's important – your business.
Contact us on: enquiries@supporttree.co.uk or 0800 292 2230