Totally reliant on numerous, complex IT systems, The Hughes Group needs an IT support partner that it can depend upon. DYTS has provided the company with trusted advice and cost effective IT solutions over more than five years.

Challenges

The motor trade industry has changed dramatically in the last ten years. What used to be a relatively simple process of buying and selling parts and vehicles now depends heavily on the use of many different IT systems. “IT has become absolutely vital to our business,” explains Geoff Williams, managing director of The Hughes Group. “Everything that we do, including sales, support, reporting, marketing and purchasing, is done through the use of an assortment of web-connected IT systems.”

The Hughes Group trades through three separate dealerships in Beaconsfield, Aylesbury and Farnham Common and operates eight different franchises with manufacturers ranging from Mercedes-Benz and Jeep to Mazda and Skoda. It also offers a body shop, servicing, MOTs and second hand sales. This business diversification adds a significant amount of complexity to the company’s IT systems.

Given its dependence on IT – and the complicated nature of its IT landscape – The Hughes Group needs a partner that can provide expert advice and practical support. At the same time, however, the company needs to closely manage expenditure and ensure that every investment in new technology delivers the anticipated benefits.

Solution

Over more than five years, DYTS has consistently delivered a wide range of IT solutions and services for The Hughes Group in response to the needs of the business. One of DYTS’ first major tasks was to recommend, supply, install and configure a replacement email server. The solution proposed by DYTS was over £30,000 cheaper than another competitive quote and was installed over two Sundays. There was no loss of data or unscheduled downtime for the business.

In one particularly large project, DYTS replaced The Hughes Group’s network backbone and entire estate of aging servers. This involved liaising with a large number of vendors and the supplier of the company’s Dealer Management Server (DMS) to ensure that all systems were fully integrated and properly migrated to the new platform. DYTS designed the IT architecture, specified the new equipment required, created a full proof of concept, implemented the solution and completed comprehensive testing.
At the same time, DYTS rebuilt and tested the company’s Citrix infrastructure, resolving a long-running Citrix performance issue. The entire project went very smoothly, surpassing the expectations of the company’s directors. “This vitally important project was completed on budget and on time, with very little disruption to the business,” Williams recalls. “It improved the stability of our entire network and gave us added capacity to grow our franchises and extend services for our sales administration staff. Everything worked perfectly from day one, enabling us to meet our end-of-month targets, with no loss of revenue.”

“In other projects, DYTS improved the security of the company’s entire IT infrastructure by recommending and installing new network devices and putting in place a range of new controls and policies to reduce risk. It also rolled out a Microsoft Software Update Services infrastructure, to ensure that all of the company’s PCs received regular updates and security patches. Through these precautions and other actions, DYTS helped to minimise the risk of IT downtime and consequential business loss.

Benefits
Whatever IT issues arise at The Hughes Group, Williams knows that he can call upon DYTS to diagnose the problem — and then sort it out. DYTS is very responsive and has the right mix of skills to enable it to address network, hardware, software, security and communications issues. “Over the years, we have had changing business requirements and have faced an array of different issues,” says Williams. “No matter what our challenges have been, DYTS has always been able to support us, and the solutions deployed have always worked.”

As a completely independent IT business, DYTS is able to recommend and deploy solutions from any IT vendor. Highly flexible, the company will work in tandem with a range of different IT vendors and other third parties to manage projects through to their successful completion. “Having an independent support partner with expert knowledge, serves us well,” notes Williams. “DYTS provides common sense answers to what are clearly very technical issues.”

Committed to delivering good value for its clients, DYTS has frequently demonstrated smart thinking. When it reorganised the computer room, it purchased a second-hand server cabinet from eBay, which saved the company many thousands of pounds. DYTS also helped The Hughes Group to reduce the cost of hardware support and led the company to rationalise its communication links, which enabled it to cancel several ISDN lines and cut its operational costs.

DYTS has over fifteen years’ experience of working in the motor trade industry and therefore has a deep understanding of the complexities of the IT infrastructure in car dealerships. This industry insight enables the company to deliver solutions that precisely meet the needs of The Hughes Group. “I know that I can bring DYTS into any meeting with any supplier, and DYTS will not only understand what is being brought to the table, but also know if it is truly right for my business,” Williams says. “I am very happy with what DYTS does for us.”