



Modernising IT Services to boost collaboration, efficiency, and client satisfaction

Committed to providing exceptional service and communication in transporting a wide variety of goods, CSH Transport and Forwarding specialises in offering safe and reliable logistics solutions, particularly for hazardous chemicals. With excellence and client satisfaction at the heart of their organisation, CSH Transport needed robust and reliable IT infrastructure to ensure seamless operations and maintain strong communication with their customers.

 Sector **Logistics**

 Users **80+**

Solutions

Managed Services, Microsoft 365, Azure, Devices, Cyber Security

The Business Challenge:

CSH Transport were facing significant operational challenges due to their outdated IT infrastructure. They required a solution that would enable them to move away from their in-house server setup and over to a cloud-based set up to modernise their operations.

With their existing system, the senior team at CSH Transport spent a significant amount of time resolving IT problems, diverting their focus away from core business activities, therefore they needed a partner who could provide proactive support to manage their IT services, with solutions that met their business needs.

The Solution


To ensure a thorough understanding of the organisation's needs, Chess worked closely with the team at CSH Transport to conduct a comprehensive appraisal of the business requirements and complete an IT overhaul for the company.

Recognising the need to replace their outdated on-premises server, Chess recommended a cloud-based solution. This solution included Microsoft Azure, Ultrafast Fibre, and Microsoft 365, which collectively streamlined operations and relieved the company from the burden of day-to-day management of their services. Additionally, this setup facilitated the integration with essential third-party booking apps for the company, further optimising their operations.

A critical requirement for the company, was to eliminate the need for internal IT management. To address this, Chess provided active and managed support, along with second and third-tier assistance, ensuring that any service issues were promptly identified and resolved, minimising the impact on the business.

To support CSH Transport's goal of enhancing efficiency across the business, Chess supplied a range of devices including laptops, PCs, monitors, and tablets. This equipment ensured that the team had access to the necessary tools to boost productivity. The provision of tablets was particularly beneficial for drivers, to enable them to access cloud-based services on the move, including Microsoft Teams and Office 365, improving the flow of communication for the company.

Furthermore, Chess significantly enhanced CSH Transport's cyber security measures, meeting essential legal requirements and ensuring robust protection across the business.



Since the move to cloud based with Azure, Microsoft Office 365 and third-party booking apps, it's got rid of any blockages in our systems. You get a better workflow and much happier staff, removing the frustration by having systems that work effectively.

Chris Haworth, Co-Founder, CSH Transport and Forwarding



The Result

With Chess now overseeing their IT, the company has experienced significant improvements in service continuity, providing them with the assurance that their business will face minimal disruption. This has meant that the business can maintain continuous operations, leading to increased productivity across the team and stronger connectivity with clients.

By transitioning to cloud-based solutions, CSH Transport has been able to improve efficiency across their business. The team can now access core business services away from the office, which has had a significant impact on company collaboration. This has also enabled the business to scale their services to adapt quickly to changes within the business.

The solutions provided by Chess has enabled the company to simplify their IT infrastructure and eliminate the need for historic programmes. As a result, the team are happier and more productive as they can rely on services that work seamlessly without issues.

Leadership at CSH Transport have also greatly benefited from the partnership with Chess as they now have the assurance that system errors or outages will be handled promptly and efficiently by Chess, allowing them to focus on strategic business activities rather than IT concerns.

To ensure the business can get the most out of their solutions, Chess's commitment to using simple, clear language has made a significant difference for the business as they have a better understanding of their services and how to utilise them to increase productivity across different areas of the business. This clarity has created better communication and understanding for CSH Transport, enhancing the overall success of the partnership.

How Chess helps businesses make their IT Efficient

As one of the UK's leading independent and trusted service providers, Chess brings in-depth knowledge and expertise to help make IT more efficient and reduce your costs.

Whether your goal is to **work better together**, **connect your people**, **protect your data**, **grow your business** or **reduce your costs**, our solutions are designed to help.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



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