



Mass Measuring Limited

As a specialist in applying weighing and measurement technology to the process industries, Mass Measuring were tired of interrupting their own specialist software engineers with general IT queries and problems.

Before

- ✘ In a bid to allow their software engineers to become more productive (and less frustrated) Mass Measuring looked to source external IT support for their two offices.
- ✘ Lack of qualified IT service support for their two sites led to frustrations in the work force.
- ✘ Client support was starting to be affected as their two software engineers were interrupted with general internal IT issues.
- ✘ Outdated hardware and software meant business data was at risk of loss and communication processes were inefficient.

After

- ✔ Hallidays IT Audit for both sites resulted in networking benefits such as updated server software and secure online backup, Mass Measuring have been benefiting from this IT knowledge since 2011.
- ✔ Continuing to keep Mass Measuring up to date with technology instilled confidence in the team and improved their efficiency and service to their customers.
- ✔ The team have access to all files from the flexibility of any location.
- ✔ Office data storage gives peace of mind in the event of a disaster.

Outcome

Mass Measuring have freed up the much needed time of their software engineers which has improved their customer service. They are confident in their IT support and systems with the peace of mind that their data is secure and that the Hallidays IT team is only a phone call away.

What the client said

“Hallidays provide the perfect solution, supporting our users individually whilst ensuring our server systems are working to the optimal level. They have recommended and implemented some innovative solutions to help our business processes. Thanks to the team at Hallidays we now have secure online backup. And they are always on hand when we need them.”



Tony McGeever
Managing Director - Mass Measuring Ltd