

How IT Backbone works as an extension of Magrock's business



About Magrock

Magrock is a construction company with a current turnover in excess of £65m and delivers high quality projects for its clients within the commercial, industrial, leisure and retail sectors. Magrock was founded in 2016 by Managing Director Richard Brewer, with the vision of delivering unrivalled quality in projects and service excellence. Richard is proud to say that everything the company does revolves around the people Magrock employs and the people that Magrock chooses to work alongside.

Magrock has a people centric culture, which comes directly from Richard, who places huge value on Magrock's staff.

Magrock believes in working collaboratively with their clients' project teams, which mitigates risk and encourages transparency.

Karl Desmond joined Magrock as Operations Assistant in 2022, a role which was created to ensure that Magrock's technology was working smoothly and efficiently, as well as to help facilitate the company's growth.

How IT support companies aren't all the same

Before working with IT Backbone, Magrock used another IT partner. There was concern they didn't always understand the needs of the business, especially as it grew.

It also became increasingly difficult to replace damaged equipment quickly and easily, resulting in Magrock sourcing replacements themselves from high street retailers.

Karl commented: "Our previous IT support partner's way of working was very different to IT Backbone's. For a start, their SLA for response times was a lot longer than IT Backbone's. When we raised an IT support request, it could take them two days at least to solve the problem, whereas IT Backbone deals with any issue immediately. I joined Magrock after we'd started to work with IT Backbone and I'd heard of their excellent reputation, so I knew our technology and support would be in good hands. I've had plenty of experience with some of IT Backbone's competitors and their services ended up being very disappointing."

When Karl joined Magrock, he discovered that most of their IT equipment and cabling were incorrectly configured, and the documentation and instructions for equipment were mostly missing, incomplete or incorrect. The impact of these problems ranged from hours of wasted time trying to understand how to use equipment with no user guides, through to delays and frustrated stakeholders with Magrock's client projects.



"The previous IT support partner was initially good, but as our business grew, the quality of our IT support started to diminish..."

Karl Desmond, Magrock

The start of Magrock and IT Backbone's journey

The transition period from Magrock's previous IT partner to IT Backbone brought a number of challenges. Lots of work had to be reassessed and rebuilt, because both Magrock and IT Backbone were given incorrect information about the implemented technology and configurations.

Magrock was reassured knowing that IT Backbone puts their clients at the heart of everything they do, so they trusted IT Backbone's team to make the transition period as fast and as smooth as possible by working collaboratively.

Benefits



Understanding our business

Karl commented: "There are lots of positive benefits to Magrock and IT Backbone's partnership. We're able to plan for changing technology requirements really easily now as the business grows, and Magrock sees IT Backbone as an integrated part of its business. They understand what we do and are proactive. It's great support to me alone, and a relief, to know IT Backbone is there to help with any IT-related queries."

The collaboration between Magrock and IT Backbone results in IT issues being spotted and fixed quickly. IT Backbone understands Magrock as a business and the people who work there.



People centric

Magrock is focused on doing the right thing for its staff and creating a business that is unparalleled to its competitors. Magrock knows that its people are its biggest asset. Whilst delivering fantastic projects, it supports its people along the way, which isn't always commonplace in Magrock's industry.

Magrock and IT Backbone's working relationship is effective because the people in both businesses have a longstanding connection and want to help each other to succeed.



Helping the business succeed

Karl commented: "I enjoy visits from IT Backbone's engineers, because it helps sustain our strong relationship. It's always a good experience and positive atmosphere. Magrock hasn't had such strength in a relationship from an IT partner before and we work together to achieve the same purpose. IT Backbone's support helps me prioritise, complete and delegate tasks. I am now able to provide an efficient and effective IT service to Magrock's staff and projects."



"When we raised an IT support request, IT Backbone dealt with the any issue immediately."

Karl Desmond, Magrock

IF YOU'D LIKE TO WORK
WITH AN IT PARTNER LIKE
IT BACKBONE,
GET IN TOUCH

CALL: 020 7199 2222