

Case Study



Leaders from concept to completion

Santrev

As leaders in the agricultural construction industry, you need to know your IT systems are aligned with business processes and future direction. For Santrev, an IT Audit delivered a more aligned approach to IT management, increased security, and an abundance of operational improvements.

The Challenge

Santrev has over 40 years' experience and specialises in all aspects of poultry housing and chicken farm development . Using innovative concepts and engineering resources to design and build superior quality farming sheds, efficient IT systems are crucial for successful business operations.

Craig Smith, CEO of Santrev said, 'Our previous Managed IT provider did not have a clear understanding of the business direction, processes or challenges, and did not offer professional consulting services to get a better understanding of our company.'

The Solution

Santrev engaged TechPath's IT Audit service to gain a better understanding of IT systems and processes. The review uncovered an aged platform with incorrectly configured servers and backup systems which presented a significant risk of failure or downtime to the business. Several systems were under resourced for their daily operational requirements, and it was also discovered that Windows patches along with antivirus were missing on numerous computers.

TechPath's consultative Business and Technology Alignment approach takes an in-depth look at how IT fits in with business plans, pinpoints any risks and potential cost savings, and highlights opportunities that can transform daily operations.

Craig said, 'This process ticked all the boxes for us. It was a deep dive review with all the key stakeholders within the business. We knew immediately that TechPath was the right company to conduct this review due to the structured and professional approach throughout the process.'

The Outcome

'From the outset it was clear TechPath were professional in their approach and they aligned to our values as an organisation,' Craig said.

By following the recommendations, Santrev were able to adopt a positive transformational process which was both rewarding from a business perspective, and empowering from a staff, client, and provider experience. They are now embarking on their cloud journey and will move to a more modern environment using Microsoft 365.

When asked if Craig had advice for other companies with similar challenges, 'Take your time, do it properly.'

'Thanks to TechPath our staff are happier and more productive now that we have the right IT systems in place.'

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