



**NORMANDY
GARAGE**
HYUNDAI SERVICE SPECIALISTS
LOOKING AFTER YOUR
HYUNDAI SINCE 1982



**MITSUBISHI
MOTORS**
Drive your Ambition

Background

John Richards ownership of Normandy Garage dates back to 1966. Working to build up the service side of the operation, they found that the high standards-maintained lead to an increase in business on all fronts, with vehicle sales becoming of ever greater importance. In 1982 this trend culminated with their appointment as one of the first Hyundai Dealerships in the UK.

Redevelopment of the Guildford Road showrooms, and service area has resulted in large, spacious and comfortable viewing areas, making it even easier to inspect all the latest models. Their success is based on relationships - treating customers in the same way they would expect to be treated themselves.



Arcom IT, having recommended migration to cloud initially, have now completed this process and removed our reliance on our on-premise server. The Arcom team handled the planning and implementation of our migration very efficiently. We were provided with Statement of Work clearly outlining the project and allocated technician handled the planning and implementation efficiently and within the expected timeframe.

John Richards - Owner

Engagement

Before proposing any solution Arcom met with Normandy Garage to understand how their business was evolving, the specific challenges that presented to how to ensure the user's ability to perform their roles wasn't impacted. After completing this review, it was determined the priority was to provide Normandy Garage users with:

-  More secure, resilient, and accessible IT platform by continuing migration to cloud services
-  Allowing for increased usability / productivity for users
-  Consolidation of vendors onto a Microsoft centric solution

Case Study

Cloud Migration

Solution

Using Microsoft 365 Business Premium licenses, Arcom migrated from a hybrid setup with a local small business server to a fully cloud-based SaaS solution. This included transitioning from local Active Directory to Entra ID for endpoint authentication, managing devices with Microsoft Intune, and securing them with Defender for Business. We also moved from local file storage to SharePoint for document sharing and implemented OneDrive for syncing. Additionally, we extended usage beyond email with Exchange Online and implemented 365 cloud backups. Implemented solution includes:

Enhanced Security Features

Improved security with inbuilt anti-spam, malware and phish protection. Implementation of Multi-factor Authentication for added security.

Customised Access Control

Additional implementation of security groups and custom permissions to control who and when someone has access to Normandy garage corporate information.

Enhanced Accessibility and Productivity

Normandy garage' information can be accessed from anywhere, on any device, at any time, enabling employees to stay productive even while working remotely.

Improved resilience

SaaS availability and backups giving enhanced Disaster Recovery/Business continuity.

Entra ID and Intune

Streamlined access management and robust device security for a unified and secure IT environment and seamless user experience.

Improved accessibility

Increase productivity and usability via access from anywhere on any device anytime.

Ongoing Support and Maintenance

A comprehensive ongoing support contract is in place, ensuring that Normandy garage' IT infrastructure remains up-to-date, secure, and efficient. Skilled professionals are available to provide timely assistance and address any IT-related issues promptly.

 **Microsoft 365**