# netcentrix

Steer Automotive Group

The Background

Steer Automotive Group is the UK's leading automotive repair business with 133 locations and 2,300 expert colleagues, repairing over 100,000 vehicles a year.

Trusted by the world's leading vehicle brands, they currently hold 42 manufacturer approvals and recommendations, including Porsche, Aston Martin, Bentley, McLaren, Jaguar Land Rover, Tesla, Mercedes, BMW MINI.

They possess strong partnerships with the UK's leading insurers, including Admiral, Allianz, Covea, Enterprise, LV and NFU Mutual who trust them for consistent, efficient and quality levels of service across passenger, luxury and commercial vehicles, on a national scale.

After their acquisition of our existing customer, C&C Vehicle Services, Steer turned to Netcentrix to supply specialist IT solutions within the business and to reduce hardware expenditure through utilisation of the cloud.
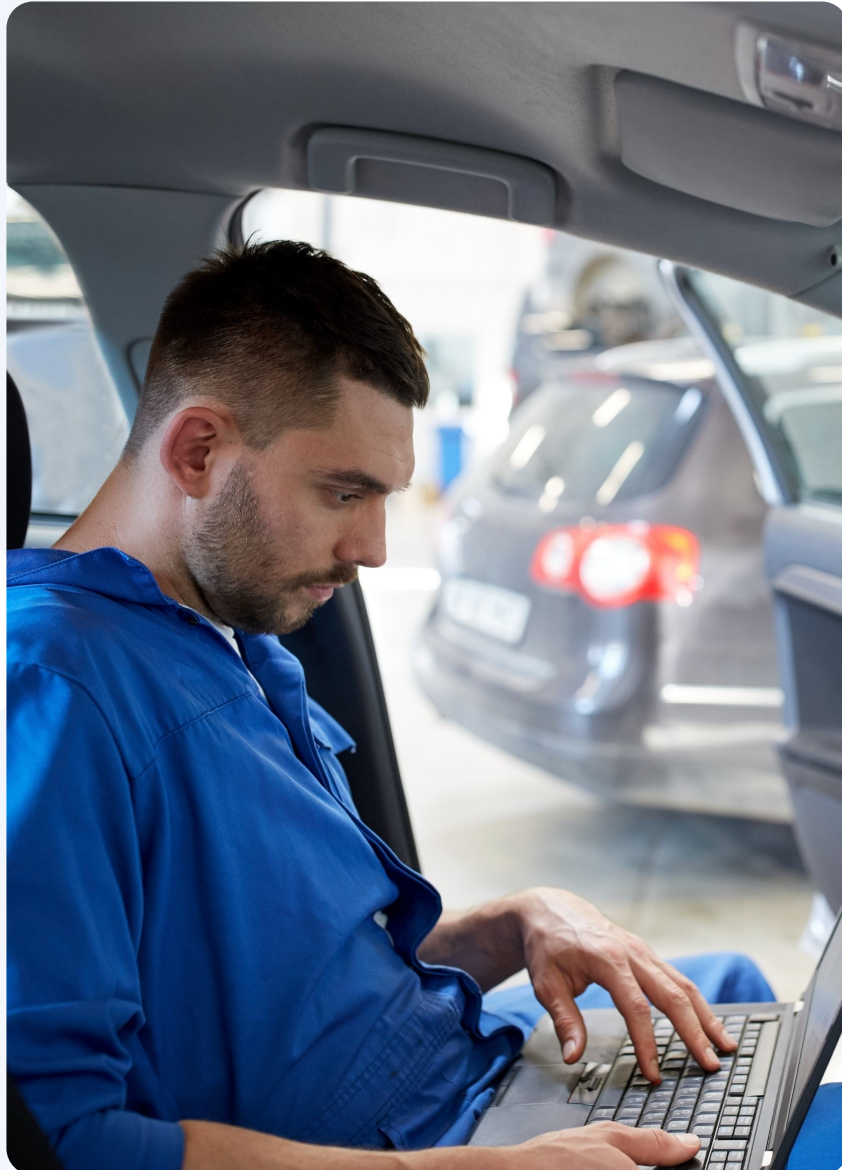
The Challenge

Before partnering with us, Steer Automotive Group and the company that they acquired, C&C Vehicle Services, were small scale operations, lacking specialised IT capabilities.

The companies faced issues hosting their vehicle repair software packages and needed to be able to access databases for the remote sites and also wanted to be able to work remotely, when required.

They faced the challenge of outsourcing a significant portion of their IT functions to a professional organisation to support the business's growth, both in increasing their user base and geographical expansion.

Additionally, the company aimed to keep hardware investments to a minimum due to the unique environmental challenges of operating within commercial workshops, whilst ensuring the integrity and accessibility of their data was not compromised.

The Solution

Following our consultation process, we identified that a hosted desktop solution and cloud services would be the best solutions to meet Steer's challenges.

We supplied a full hosted desktop system, consisting of three session host servers, a domain controller and file server, Exchange server and application servers for each of their sites to access their software. In addition, we also supplied perimeter firewalls in the data centre (including web content filtering), email filtering services and managed backup service.

The system was installed originally by our Projects & Solutions team and the roll out and testing process took around a month from start to finish. Training on how to use the new system was provided in order for the business to use it effectively and our engineers were onsite and available to assist with snagging/teething issues in the days following go-live.

The Results

Our solutions were successful in notably reducing hardware and improving access to core systems through our hybrid cloud solutions.

Our specialised IT solutions made daily operations more manageable for the business's users. Implementing the cloud allowed access to key systems from any location without compromising data security.

Steer appreciated our professional yet personal approach and our commitment to delivering on our promises, as well as the wide skill set of our team.

"Our engagement with Netcentrix has been great. They distinguish themselves through their professionalism, depth of knowledge and responsiveness. The broadening of their expertise, post-acquisition, has added value to their services. Netcentrix's solutions have been aligned with our business challenges and their proactive and committed approach to adapting to our changing business environment has been very much appreciated."

Mark Wright | IT & Transformation | Steer Automotive Group

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