



CASE STUDY

Enviroguard (UK) Ltd
Penshurst



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Katja Sinclair, Managing Director, Enviroguard Ltd

At A Glance

- Enviroguard UK Ltd is one of the region’s leading pest control companies.
- Having invested in a state-of-the-art server and network, Enviroguard was still experiencing problems its IT support could not resolve.
- Knibbs was brought in. After evaluating the system thoroughly, Knibbs swiftly solved all its problems.
- Enviroguard now has a fast, efficient, smooth-running system with assurance that vital client information – the lifeblood of the company – is properly backed-up and secure.

Company Background

Established in 1984, Enviroguard (UK) Ltd is one of the South’s leading pest control companies and its high standards and excellent service have won awards from the industry’s governing body, the British Pest Control Association.

The business operates from the idyllic setting of Penshurst Place – a much-visited medieval estate in Kent. Unlike its surroundings however, Enviroguard is a modern, forward-looking organisation that employs the latest technology both in its day-to-day work and in running its operation.

In 2004, following a sustained period of company growth, the management decided to invest in its own server. They wanted peace of mind from knowing that their customer database was being properly looked after – securely and thoroughly backed-up on a regular basis – as well as wanting to maximise the operational efficiency of their network to ensure that all systems ran smoothly, quickly and with minimum ‘downtime’ or disruption to the business.

Unfortunately, the IT company they were working with at the time made big promises that their skills could not deliver on. A main and ‘mini’ server package was chosen and installed but the Enviroguard email system, the lifeline to a network of over 1,000 customers, kept crashing on a daily basis, systems were slow and the management soon had real concerns as to whether their valuable customer database was being backed-up. After lengthy and numerous attempts to solve the problems, Enviroguard finally lost faith.

After investigating several other providers in the area, Enviroguard’s Managing Director, Katja Sinclair, chose Knibbs Computer Services as its new support partner:

“I spoke to four different IT companies and Knibbs stood out from all the rest. Unlike the others, Knibbs didn’t take a ‘wheeler dealer’ approach to new business or try and baffle me with jargon. They listened to our comments and their feedback was straight-forward, believable and achievable.”

Once appointed as Enviroguard's ongoing support, Knibbs' first job was to examine the existing system and produce an accurate status report to identify and prioritise the work that needed to be done.

The management's worse fears were confirmed – the company's biggest asset, its customer files and database – had not been connected properly to the new server and were not being backed-up. It if wasn't for the management taking the proactive step of changing IT support providers, this disaster would only have surfaced when the information was needed the very most.

Tim Knibbs and his team soon resolved all technical problems and installed new back-up ware for maximum protection:

"Working with Knibbs has been a breath of fresh air" said Katja Sinclair. "Previously, constant repair work on our system had been both disruptive and very expensive. Now, if we ever have problem or a query it is resolved immediately. I can't praise the Knibbs team highly enough – 10 out of 10."

Looking forward, the Knibbs team will provide continued IT support to Enviroguard, which will include assessing the mini server located off-site.