

Secure, cloud-ready IT modernisation

How Vale & West
strengthened security,
performance, and resilience
through a phased technology
improvement strategy



**CUSTOMER
SUCCESS STORY**



Customer challenge

Vale & West is a long-established Chartered Accountancy firm serving businesses and individuals across the Thames Valley. As client demands and workloads increased, the firm recognised the need to modernise its technology to support performance, security, and long-term growth.

Key challenges included ageing on-premises infrastructure, devices that no longer met the needs of super-users, and the need to transition from Windows 10 to Windows 11. Vale & West also wanted to strengthen security, improve remote access, and prepare for a future move to the cloud.

They needed a trusted partner to modernise their environment in a structured, low-risk way while maintaining business continuity.

The solution

First Technology delivered a phased technology improvement programme aligned to Vale & West's operational and security priorities.

This included upgrading user devices, introducing stronger password and identity controls, and implementing a business-grade firewall to improve network security and performance. Public-facing remote access was replaced with secure VPN connectivity, and preparation began for a future migration to Microsoft Azure.

All improvements were aligned to a clear, budget-conscious roadmap, ensuring progress without disruption while creating a secure, cloud-ready foundation.

"I've found First Technology have been great in leading the conversation and guiding me as to where they think we should be going next. That makes it very easy for me to make decisions. When I look back, where we are now to where we were, I am grateful we chose First Technology."

Lee Gardner | Partner at Vale & West

The results

- **Stronger security:** Improved identity controls, firewall protection, and secure remote access
- **Better performance:** Faster, more reliable devices and network experience for super-users
- **Reduced risk:** Addressed ageing infrastructure and prepared for cloud migration
- **Greater visibility:** Clear communication, documentation, and proactive recommendations
- **Trusted partnership:** Confidence that technology decisions are aligned to long-term needs