

# Hub Electronics Case Study

Hub Electronics, founded in 2001 and based in Horsham, is a trusted supplier of custom electronic components and assemblies. As their business grew, the company recognised the need for a more responsive and transparent IT partner to support their evolving operations. Following a structured procurement process, ITDS Managed was selected to provide a comprehensive IT service offering that included IT support, connectivity, and infrastructure upgrades.



## LOCATION

Horsham

## FOUNDED

2001

## KEY TECHNOLOGY

IT Support & Security, Telecoms & Internet Connectivity, Office Refit.

## KEY BENEFITS

Effective Support, Single Point of Contact, Transparency.

## The Challenge

Hub Electronics had become increasingly dissatisfied with their incumbent IT provider. The team felt neglected and were concerned about the performance and relevance of their existing technology infrastructure. An initial audit conducted by ITDS Managed confirmed these concerns: several critical pieces of hardware and software were approaching end-of-life, and others were no longer fit for purpose. In addition, the business was nearing the end of a telecoms and internet contract, creating a timely opportunity to consolidate services under a single, more capable provider.

## The Solution

ITDS Managed began by implementing a tailored IT support solution that was aligned with the company's operational needs and budget. As part of the onboarding process, ITDS also took over responsibility for the company's telecoms and internet connectivity, ensuring a seamless transition. During a routine account review, Hub Electronics mentioned their plans for an office refurbishment. In response, ITDS proposed and delivered an office refit, including new furniture, monitors, Wi-Fi improvements and an upgraded desktop environment.

The relationship has been built on transparency, open communication, and consistent one-to-one contact. ITDS Managed ensured that every recommendation was in the best interest of the client, both operationally and financially. Most recently, the team supported Hub Electronics through their Cyber Essentials recertification and server renewal. Thanks to a collaborative approach and improved cybersecurity awareness, the certification was achieved successfully.

### Esther Cherriman, Hub Electronics:

"We've been working with ITDS Managed for 18 months now, and they've been a reliable partner every step of the way. They supply all our office technology - IT hardware and support, phones, network infrastructure plus Wi-Fi - and recently helped us kit out our office refurb with all new furniture plus monitors. In addition, they recently helped us achieve our Cyber Essentials certification whilst improving our Cyber Security awareness and standing. It's reassuring to know they're just a phone call away. The service, support, and value they provide have been outstanding for our business. The team have been amazing, productive, and very, very efficient when we need them."

## Benefits

By working with ITDS Managed, Hub Electronics gained a single point of contact for all their technology needs, simplifying communication and increasing operational efficiency. The proactive account management approach ensured that issues were resolved swiftly, and future needs were anticipated and planned for. The transition to new infrastructure and support was seamless, reducing business disruption. Their office refit not only modernised the workspace but also enhanced employee productivity. Most significantly, Hub Electronics now benefits from a more secure and resilient IT environment, backed by a team they trust to deliver continued value and responsive support.