



Red River Solutions Case Study

Red River Solutions are expert production printers and direct mail specialists, delivering high-volume print runs and comprehensive design, print and distribution services across the UK and internationally.



LOCATION

Billingshurst, RH14

FOUNDED

2004

KEY TECHNOLOGY

IT Managed Services, Business Mobiles

KEY BENEFITS

Streamlined infrastructure, implemented a technology replacement strategy, achieved Cyber Essentials Certification with improved security.

Introduction

Known for their commitment to customer service and exceptional quality output, Red River Solutions support a wide range of clients with complex print and fulfilment requirements.

Following the retirement of their in-house IT support, Red River identified a critical gap in their internal knowledge and technical capacity. At the same time, they recognised vulnerabilities within their existing infrastructure and state of their cyber security; a significant concern given the large volumes of sensitive customer data they handle through their direct mail and fulfilment services.

They needed a trusted IT partner who could provide expert guidance, strengthen their systems, and communicate clearly and practically without technical jargon.

The Challenge

Following the retirement of their inhouse IT person, the Red River team felt exposed without dedicated support; they lacked confidence when technical issues arose and were unsure who to trust with such a business-critical function. Operationally they were experiencing Wi-Fi outages daily leading to workflow disruption. Their infrastructure was unreliable, and performance issues were impacting productivity across the business.

A comprehensive Technology Audit conducted by ITDS Managed Services revealed several urgent concerns:

- A failing on-premise Linux server with limited backup protection
- An ageing desktop estate approaching end-of-life
- An infrastructure setup that was inefficient and not user-friendly
- Time lost searching for files due to poor data structure
- Limited cyber security protections, leaving the business vulnerable to attack

With customer data at the heart of their operations, strengthening cyber security was an immediate priority.





The Solution

Recognising that Red River's most pressing concern was the absence of reliable IT support, ITDS Managed Services prioritised rapid onboarding into a fully proactive managed IT support programme. This provided immediate reassurance and a single, dependable point of contact.

Alongside this, ITDS developed a comprehensive Technology Roadmap designed to modernise Red River's IT environment in a structured, phased approach, minimising disruption and spreading investment responsibly.

Key elements of the solution included:

- **Server & Backup Modernisation**
The failing server was replaced as part of a phased infrastructure upgrade. All data was securely migrated to SharePoint, improving accessibility, collaboration and resilience. A robust Disaster Recovery and backup solution was implemented using Datto, alongside backup and protection for Microsoft 365, ensuring business continuity.
- **Infrastructure Improvements**
A full infrastructure review led to re-cabling and new network switching installation, eliminating persistent Wi-Fi outages and stabilising connectivity across the building.
- **Desktop Estate Refresh**
Office and studio workstations were replaced with fit-for-purpose hardware capable of supporting high-performance production and design tasks, enabling the team to work efficiently and without interruption.
- **Business Mobile Upgrade**
ITDS supported the renewal of business mobile devices, providing new business SIM plans and the latest Apple smartphones, improving performance while reducing costs.
- **Cyber Security & Accreditation**
Advanced security tools were deployed, including Antivirus, Endpoint Detection and Response, Multi-Factor Authentication, Microsoft 365 security enhancements, and comprehensive backup solutions.

With these controls in place, ITDS then guided Red River through the Cyber Essentials accreditation process, formally strengthening their cyber security posture and demonstrating compliance and best practice in data protection.

Simon Matterface - Red River Solutions

"I've been nothing but impressed with the team at ITDS. After our IT Manager retired, we knew that we were in a bit of a mess, and we needed someone to come in and advise us on what options there were, and to do it with as little fuss as possible.

ITDS Managed Services have explained things in 'normal language', so we understand what we need, and how they can deliver it for us. We now feel confident that our IT is not going to let us down.

Benefits

With ITDS Managed Services, Red River Solutions now benefit from a trusted IT partner that delivers both strategic direction and day-to-day operational support.

They have:

- Reliable, stable infrastructure that supports productivity
- Secure systems that protect both business and customer data
- Wi-Fi connectivity that works consistently across the premises
- Modern hardware that supports specialist production tasks
- Clear, jargon-free communication from a responsive support team
- A single point of contact for IT support and procurement

Most importantly, they now have confidence that their technology supports their business growth rather than holding it back giving them complete peace of mind.