

# Agile IT for an Agile Marketing Business.



Scalable Billing Model

Easy on and offboarding

Secure Data Sharing

## The Challenge

Operating with a high turnover of contractors, this UK marketing agency faced a set of IT challenges that most standard managed service models are not designed to handle. Onboarding and offboarding needed to happen quickly and consistently, but each change brought the risk of access rights being incorrectly assigned, left open or not revoked at the right time. In a cloud-based environment where collaboration and information sharing are central to how teams work, that risk was not theoretical.

SharePoint access had become a particular concern. Without a structured approach to permissions, contractors could access folders and information they should not, or the right people could find themselves locked out at a critical moment. The agency needed a partner who understood cloud environments and could bring order to an increasingly complex access management challenge without disrupting the pace at which the business operated.

At the same time, the business wanted responsive day-to-day helpdesk support and stronger cyber security controls capable of identifying and responding to threats early. The priority was a single managed service that could flex with constant workforce changes, without adding cost or operational overhead every time the headcount shifted.

## The Solution

- ✓ Bespoke managed service designed around the agency's specific operational and security requirements
- ✓ Flexible helpdesk model providing responsive end user support
- ✓ Efficient onboarding and offboarding processes
- ✓ SharePoint environment structured and supported to ensure permissions were correctly assigned
- ✓ Carefully selected security tooling introduced to improve visibility across the cloud environment
- ✓ Proactive account management keeping service delivery continuously aligned with the business
- ✓ Scalable billing model ensuring costs flexed with contractor numbers rather than remaining fixed

## Results At A Glance

- ✓ Secure cloud-based environment supported by a responsive managed helpdesk
- ✓ Onboarding and offboarding handled quickly without delays, gaps or access risk
- ✓ SharePoint permissions structured correctly so the right people reach the right information at the right time
- ✓ Improved security visibility and threat detection across the cloud environment
- ✓ Service model that adapts to workforce changes without adding cost or overhead
- ✓ Scalable billing that moves with contractor numbers and business demand
- ✓ Proactive account management keeping IT and security aligned with how the business operates
- ✓ Reduced risk of inappropriate data access or exposure during team changes
- ✓ One accountable partner for helpdesk, cyber security and collaboration tools

## Why NetUtils

NetUtils was chosen for its ability to build a managed service around the customer's actual requirements rather than a standard template. The combination of a flexible delivery model, proactive account management and practical security expertise gave the agency a service that could move at the same pace as the business itself, without compromising on control, security or quality of support.

NetUtils is a UK-based managed services provider specialising in secure network infrastructure and connectivity solutions. With extensive experience designing and deploying solutions across distributed, multi-site environments, NetUtils delivers end-to-end services that include design, provisioning, onsite engineering, and ongoing managed support.

Call us on 020 8783 3800 to discuss your requirements