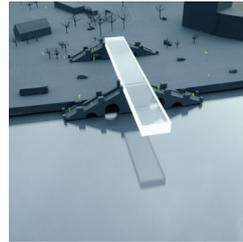


# Hyde + Hyde Architects



*Hyde + Hyde Architects are a rigorous contemporary architecture practice. To enable us to concentrate on what we do best (create spaces that truly 'inspire'), we needed an IT solution that would provide a quick reaction time, patience and understanding."*

**Kristian Hyde, Director of Hyde + Hyde Architects**



Hyde + Hyde Architects



In order for Hyde + Hyde Architects to concentrate on their architectural practice and day to day running of their business, they needed a professional and reliable company to outsource the care of their IT services to. Tech-Wales ensured they had the means to do so by updating their software and providing ongoing support.

## Business Needs

Kristian and Kay are both Directors of Hyde + Hyde architects. They did not have an existing support package and were finding it difficult to juggle the IT maintenance with his business management. They were in need of a reliable IT support package so he could focus all his efforts on maintaining the successful reputation of the business. They were also running on Microsoft Small Business Server 2003 and were in need of an upgrade to increase the efficiency of the business.

Kristian explains: "The constant improvement of CAD software demanded more and more from our current server, there comes a point when the only option is to upgrade the hardware and software to keep workflow at its optimum."

## Solution

Tech-Wales dealt with migrating Hyde + Hyde Architects from Microsoft Small Business Server 2003 to Microsoft Small Business Server 2011, taking the hassle out of the migration process. Kristian opted for the Tech-Wales 'pay as you go' support package, including the management and support of the company's third party architectural software.

### Organization size

SME

### Organization profile

Hyde + Hyde Architects are a progressive award winning architecture practice with work across the UK and Europe. The practice has experience working on a wide range of different building types from high quality contemporary residences to large complex public buildings. From social housing to cultural art projects.

### Vertical industries

Architectural Industry

### Services Provided

Microsoft Windows Small Business Server upgrade Support

## Benefits

### Support when needed

With a Tech-Wales 'Pay as you go' IT Support package, Kristian and Kay now have peace of mind, knowing he can turn to a certified Microsoft partner with any queries. Without having the need for an IT professional onsite, they are cutting their costs, only paying for support when they need it. It also means Kristian and Kay can now focus on the running of the business and not have any IT maintenance worries.

Kristian Hyde explains: "IT is at the heart of our business, if our computers go down business stops, Tech-Wales are always a phone call away when we need them. Response times are fast and enable us to get back up and running as soon as possible."

### Microsoft Small Business Server upgrade

With the latest updated component technologies and new and improved tools, Kristian can now expand and grow his business with ease. He can also monitor and analyse this expansion with redesigned monitoring and reporting features.

Kay Hyde Explains: "From day one we have experienced a massive improvement in data transfer times enabling us to simply get on with our work without interruption. Tech-Wales were with us every step of the way, from an initial meeting to plan the switch over, to installation of the new hardware / software, and training, everything went smoothly with minimal interruption to our business."

Kristian and Kay can feel at ease with the latest security and maintenance measures put in place; an increase in data protection, faster and improved server backup and recovery. There is also greater protection with health reports on all servers and clients, a live view of network health, and an automatic PC compliance check before PCs join the domain. They can also take advantage of the improved remote access capabilities, with the ability to access email contacts, calendars, desktop items and SharePoint Foundation Files from a single location, making their daily business tasks easier to manage.

Kristian and Kay will now have more support for line-of-business applications that he didn't have before with Small Business Server 2003, as he can take advantage of the huge Windows Server 2008 R2 ecosystem of products to fulfil his business needs.

*"Tech-Wales provide a fast, reliable and professional service, but most importantly they are just nice people to do business with."*

**Kay Hyde, Director of Hyde + Hyde Architects**



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01639 326 001

[www.tech-wales.co.uk](http://www.tech-wales.co.uk)

[enquiries@tech-wales.co.uk](mailto:enquiries@tech-wales.co.uk)

Unit 14, Seaway Parade  
Ind Est,  
Baglan,  
Port Talbot,  
SA12 7BR