

HEARNS COACHES

Hearns Coaches is a family run transportation business that has been established for 75 years. They provide transport solutions for large passenger groups on a contractual or ad hoc basis. They operate across multiple markets including education, corporate travel, tourism, media, and government.



CHALLENGE

Before Bluebell IT Solutions, it was down to Director Jamie Thacker to handle all IT problems. Hearns Coaches operate across multiple sites and staff would face 1-2 hours of downtime and loss of productivity as a result of Jamie travelling between sites to fix IT issues. Along with this, IT problems that were not urgent could remain unresolved for 3-4 days. The culmination of this was frustrated staff and Jamie spending more time thinking about and fixing IT issues than the growth of the business.



SOLUTION

Jamie, wanted Hearns Coaches to become more efficient and for staff to work collaboratively, the following solutions were put in place:

- Email and file data migrated from Google Workspace to Microsoft 365
- Coach Manager moved to an Azure Virtual Server. It can now be accessed remotely by Azure Virtual Desktop
- Coach Manager database is protected by Azure Backup
- New laptops with docking stations, enabling remote working
- Networks upgraded across all sites using Ubiquiti routers, switches and wireless access points providing Wi-Fi access, remote management, and scalability
- Microsoft End-Point device management for increased data security



RESULTS

Jamie has saved on average 1.5 days per month by moving to full IT support. When issues are raised, they are resolved promptly, alleviating frustrations from staff. His staff now benefit from a better work/life balance with the introduction of Coach Manager being accessed via Azure Virtual Desktop: which has saved 100 hours a month of manpower outside of normal working hours. Using Microsoft Teams has seen an increase in productivity and collaboration amongst staff.



CONCLUSION

Partnering with Bluebell IT Solutions and allowing them to rebuild Hearns Coaches' IT from the ground up has ensured they remain future proof. The most significant benefit for Hearns is the migration of Coach Manager to The Cloud, allowing it to be accessed from anywhere, which has saved both time and cost for the business. Personally, for Jamie, having full IT Support available has given him back his time, allowing him to focus on the growth of the business.

"I think for me, just a peace of mind is the biggest bonus..."

Is your IT taking up more and more of your time, preventing you from focusing on the growth of your business?

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