

# TSG Case Study: Hadfield Wood Recyclers

**Hadfield**  
Wood Recyclers



## Company profile

Hadfield Wood Recyclers has been in operation for over 35 years handling wood waste for companies and local authorities across the UK and worldwide.

## The challenge

The recycling company approached TSG at a time when the technology it had in place was aging and unreliable, resulting in regular periods of downtime that affected business productivity.

In the past, Hadfield relied on small IT companies to develop elements of its network, but as the business evolved, it became apparent it needed an IT partner that could provide expertise across the full IT environment and provide ongoing improvements and support.

IT support was a fundamental requirement in helping Hadfield maintain its excellent reputation.

## Solution: Transformation

Looking to futureproof its investment in IT, Hadfield wanted a technology partner that could help transform its IT services delivery and develop a clear roadmap to form a strategic partnership.

Hadfield received multiple tenders, but selected TSG based on the fact we can deliver an end to end solution.

After a full audit, TSG advised moving Hadfield's IT environment to the cloud. TSG migrated its infrastructure and core line of business applications to Pulsant providing a secure and resilient platform with a 99.95% uptime SLA.

Office 365 was deployed for e-mail with a 2<sup>nd</sup> phase planned to perform a business review. Hadfield then road mapped its ERP and business productivity tools to add organisational efficiencies across the business.

TSG deployed Gamma Horizon hosted telephony and TSG's support service, SystemCare. This monitors the health of the IT environment and provides a fully managed service desk with agreed SLAs.

*"We needed to move our IT infrastructure to a resilient platform quickly and develop a strategic partnership to form a roadmap for IT development.*

*TSG offered experience and support for a range of business applications and infrastructure services and proved they were capable of managing this transition for us. We continue to benefit from their helpdesk support and are working closely with them to scope further developments in our core applications."*

**Dave Rawson, Finance Manager  
Hadfield Wood Recyclers**

