# wavenet

# James Latham

## JAMES latham
### THE NATURAL CHOICE

## Evolving IT Transformations for Operational Excellence.

## About

Established in 1757, James Latham is the largest independent distributor of timber and panel-based wood products in the UK and Ireland, under the continued management of the Latham family. With 14 depots nationwide, they need reliable IT infrastructure to power all day-to-day operations.

## The Challenge

Their initial goal was to avoid the unnecessary complications of juggling multiple vendors for devices, telephony and Wi-Fi and consolidate and simplify IT management. They wanted to embrace the future with cloud storage and all the latest tech solutions to enhance operations, communication, collaboration, efficiency, and security.

> **We've been working with Wavenet\* for many years. We have a great, trusted, proactive relationship with them and consider them an extension of our own team. We appreciate their expert guidance - they are our single point of contact for all things IT.**
>
> **Sophie Trabucchi**
> IT Director at James Latham

## At a glance

**Industry:** Retail

**Employees:** 565

**Solutions:** Cloud & Modern Workplace, Mobile & IOT, Intelligent Connectivity, Unified Comms & Voice, CyberGuard, Business Continuity

## The Solution

We have a strong, trusted relationship with James Latham - our engineers know their systems, and our work with them is continuously evolving, perfectly positioning us to help them meet their business requirements. We are consistently reviewing enhancements, and here's how we have transformed Latham's IT landscape so far:

- **Procurement Optimisation:** We consolidated their supplier network into a unified, all-encompassing, fully managed service. This allows them to rely on us as their single point of contact for everything IT.

- **Data Storage Transition:** James Latham has moved from costly, on-site servers and storage equipment to Flex cloud storage, allowing them to shift from CAPEX to OPEX. Their data is securely housed in our state-of-the-art data centres.

- **Cloud Transformation:** We transformed their traditional WAN (Wide Area Network) connecting site into a more secure-by-design multi-protocol label switching (MPLS) solution. This is now being further developed into a Software-Defined Wide Area Network (SD-WAN) with an overlay of full dashboard visibility and real time display with Azure cloud and Microsoft 365. We are adding business-critical applications and services as we continue to roll out the Wi-Fi to cover all sites.

- **Secure Connectivity:** Following a proof-of-concept, our SD-WAN service will improve network reliability, empowering it to respond to changing business needs and expansions. This will also provide secure VPN connections, allowing for safe, continuous connectivity.

- **IT Solutions on the Go:** We equip their staff with laptops, handsets, mobiles, printers, hand-held scanner devices and all hardware, simplifying the procurement process. Our team manages everything from sourcing the best deals to delivering the devices where they are needed.

- **Systems and Network Management:** Our systems and network management solution include regular patch updates, continuous performance monitoring, periodic server maintenance, domain/SSL management, and backup management to ensure secure and efficient IT operations.

- **Hosted Telephony:** Our cloud-based VoIP solution keeps James Latham's team connected across sites.

- **Break/Fix Support:** If something goes wrong, our support ensures that the network can be back on track with minimal downtime.

- **Security Maximisation:** With fluxing cyber threats, and to protect James Latham's valuable data while ensuring they operate with peace of mind, we deployed:

  - **Intrusion Prevention System (IPS) firewalls**
  - **Anti-virus software**
  - **Vulnerability Management as a Service (VmaaS)**
  - **Enterprise Management Security – Multi-Factor Authentication (MFA)**

## The Result

Partnering with us delivers tangible benefits for James Latham. Here's how:

- Cost Savings: James Latham's overall spend is reduced from IT procurement to leveraging our supplier relationships and using commodity hardware and software-based solutions to moving away from costly hardware maintenance.

- Operational Efficiency: The solutions ensure operations stay efficient and streamlined and employees remain securely connected, allowing for improved collaboration and productivity.

- Reduced Staffing Costs: By outsourcing specialist IT functions to us, they have removed the need to hire specific professionals to manage it in-house.

- Fortified Security: James Latham has assurance that their data is protected, and their entire IT infrastructure is secure.

- Minimised Downtime: Our proactive monitoring and break/fix support reduce disruptions and keep their business running smoothly.



# Ready to make your business tech simpler and smarter?

**Talk to us**

# Let's talk **0344 863 3000**

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