

# Richard Kendall Estate Agent

## CASE STUDY

### Revolutionising Estate Agency IT Infrastructure



## OVERVIEW

<b>Client:</b>	Richard Kendall Estate Agent
<b>Industry:</b>	Estate Agency
<b>Location:</b>	5 locations across West Yorkshire
<b>Founded:</b>	1991
<b>Services:</b>	Property buying/selling/letting/valuations/mortgages & conveyancing
<b>Recognition:</b>	Multiple industry awards, including the Gold Award for Best Estate Agent in Wakefield, British Property Awards

## THE CHALLENGE

Richard Kendall Estate Agent, a leading name in the UK real estate sector, was confronting technological limitations that hindered their expansion plans across South Yorkshire. Their existing IT infrastructure was becoming obsolete, impacting operational efficiency. Key challenges included outdated systems, inadequate connectivity in several locations, and the need for scalable solutions to support their growth.

## THE SOLUTION

Techn22 stepped in with a comprehensive and future-proof strategy.

<b>Infrastructure Upgrade:</b>	Implementing a robust Microsoft Azure environment, ensuring seamless scalability and adaptability to evolving business needs.
<b>Enhanced Security:</b>	Integration of Multi-Factor Authentication, Microsoft Identity Protection, and Conditional Access for heightened security and controlled access.
<b>Productivity Boost:</b>	Deployment of Microsoft Office 365, Exchange Online, and SharePoint to streamline communication and document management.
<b>Connectivity Solutions:</b>	Installation of a mix of FTTC and FTTP broadband lines, supplemented with a 200/200 leased line for uninterrupted internet connectivity.
<b>Hardware Refresh:</b>	Replacement of ageing PCs to align with the new IT environment, enhancing overall performance and reliability.
<b>Seamless Transition:</b>	The migration, executed over a weekend in collaboration with the previous IT provider, ensured zero downtime, maintaining business continuity.

## THE OUTCOME

As a trusted IT partner, Techn22 demonstrated its commitment to delivering customized, efficient, and secure IT solutions, reinforcing its position as a leader in IT support services.

<b>Operational Efficiency:</b>	The upgraded infrastructure significantly boosted the agency's operational capabilities, allowing for smooth daily operations.
<b>Security and Compliance:</b>	Enhanced security measures ensured the protection of sensitive client data and compliance with industry regulations.
<b>Scalability and Flexibility:</b>	The new system provided the necessary flexibility for Richard Kendall Estate Agent to expand its operations without technological constraints.
<b>Increased Productivity:</b>	The modernised IT setup streamlined processes, improving staff productivity and customer service.
<b>Client Satisfaction:</b>	Claire Kendall, Partner at Richard Kendall Estate Agent, expressed gratitude for Techn22's customer-centric approach and reliable IT solutions, emphasizing the importance of staying ahead in technology for business growth.