



A Leading Recruitment Agency Transforms IT Operations with Thrive



Vertical

- Professional Services

Services

- Advisory Services
- Backup
- Cloud
- IT Automation
- Managed Infrastructure
- Microsoft 365
- Security

"We were introduced to Thrive by our contact at Cleartec, who knew our business well and believed in their potential to meet our needs."

Chris Hoyle
Finance Director, VGC

VGC is a leading recruitment partner to the UK infrastructure industry with a commitment to upholding the highest standards in delivery, sustainability, collaboration, innovation, and ethical business. They play an integral role in uniting talent and expertise to deliver successful results on critical projects. As VGC continued to grow, the complexity of managing IT operations internally became increasingly challenging.

Embracing Next-Generation IT Solutions

With a small IT team, they faced limitations in keeping up with rapidly advancing technology and the demands of modern infrastructure projects. "We realised that partnering with a next-generation IT provider could bring us the expertise and innovation we needed," Chris Hoyle, Finance Director, explains. The decision to outsource was driven by the desire to access cutting-edge technology and specialised knowledge that an in-house team of four could not provide. "It's about having access to a broader range of skills and proactive support that anticipates our needs before they become issues," Chris adds.

Collaboration for the Best Fit

The introduction to Thrive came through a trusted broker, Cleartec, who recognised the synergy between VGC's needs and Thrive's capabilities. The selection process was made easier by Thrive's reputation for trustworthiness and their ability to engage in meaningful, pressure-free conversations. "Their team was patient and willing to answer all our questions, which gave us confidence in their ability to be a true partner," Chris emphasises, highlighting that trust and understanding were key to choosing Thrive as their IT partner.

Russell Amos, Managing Director at Cleartec, shared, "The whole process was smooth. We made the introduction and Thrive offered support from sales through implementation. The project management team took care of a lot, and VGC was very happy." Satisfied with this success story, Cleartec continues to facilitate introductions to Thrive as opportunities become available.

Thrive's consultative approach meant that VGC could benefit from tailored strategies that aligned with their business goals. "We were looking for a partner who could provide not just support, but strategic guidance and innovation," Chris notes. This partnership allowed VGC to focus on their core competencies while ensuring their IT infrastructure was robust and secure.

Thrive's Role in VGC's IT Transformation

Thrive's engagement with VGC began with a thorough IT Operations Assessment to identify areas for improvement and opportunities for innovation. "Thrive has allowed us to focus on more value-add projects within the business," Chris highlights. "It's more than just support; it's having the confidence that a bigger



group of professionals is looking after our business, allowing us to focus on what we do best," he continued. By taking over routine IT operations, Thrive enabled VGC to concentrate on strategic digital transformation initiatives, and their proactive support ensured that VGC's systems were not only secure but also aligned with the latest technological advancements. "It's been a relief knowing that our cybersecurity and infrastructure are in capable hands," Chris adds, emphasizing the peace of mind that Thrive's expertise brings.

Building a Foundation of Trust and Collaboration

The partnership between VGC and Thrive is rooted in trust and effective communication. Regular interactions with their account manager, and other UK-based members of the Thrive team reinforce this trust. Chris shares, "It's reassuring to have regular access to the team and know they're always there to support us." This relationship has been instrumental in ensuring that VGC's IT strategy is not only responsive but also anticipatory of future needs. "Thrive's proactive support means we're not just reacting to issues; we're planning for the future," Chris says, highlighting the strategic advantage their partnership provides.

A Partnership for the Future

The collaboration between VGC and Thrive exemplifies how strategic outsourcing can lead to significant efficiency and security gains without sacrificing control. Thrive's consultative approach and commitment to proactive support have empowered VGC to focus on core business objectives while ensuring robust IT operations. As Chris Hoyle puts it, "Having all our IT functions managed under one roof by a team available 24/7 gives us the confidence that we're backed by a well-renowned global IT company."

About Thrive

Thrive is a NextGen global technology outsourcing provider that empowers small and mid-market organisations to transform their technology into a strategic advantage. Offering a breadth of services from AI and cybersecurity to cloud, compliance, and traditional MSP/MSSP solutions, Thrive's team of seasoned experts develop strategies that standardise, scale, and automate technology to achieve outsized ROI. From advisory services to a 24x7x365 SOC and NOC, Thrive provides end-to-end IT and cybersecurity management so clients can focus on innovation and growth. With Thrive, your business is always supported and always secure. Learn more at www.thrivenextgen.com or follow us on [LinkedIn](#).