

UK Catering Company Partners with Thrive for IT Security and Support



wilson vale

Vertical

- Hospitality

Services

- Advisory Services
- Backup
- Cloud
- Disaster Recovery
- End User Support
- Managed Infrastructure
- Microsoft 365
- Security

"The best compliment I can give is that Thrive and IT are no longer frequent topics of discussion—everything just works as it should."

Claire Turner
Financial Controller

Wilson Vale, a contract catering company operating across several sites throughout the UK, needed an IT solution that could ensure reliable security, operational efficiency, and scalability as the company expanded. Without an in-house IT team, Wilson Vale's reliance on an external resource was essential to support the business and its growth. They wanted robust IT security, clear guidance on disaster recovery solutions, and a trusted partner capable of managing their technology needs while allowing them to focus on their core business.

Thrive's Role in Transitioning and Enhancing IT Support

Initially working with Custard Technical Services, who had been acquired by Thrive in November of 2022, Wilson Vale eventually renewed their IT services under Thrive. Claire Turner, Financial Controller at Wilson Vale, described the transition as "initially challenging, as expected when merging two businesses." The acquisition process was nothing new to Turner, as Wilson Vale had joined forces with Aramark in 2021. The Thrive Account Manager assigned to Wilson Vale played a critical role in helping through the process, offering proactive communication and clear explanations about the services provided.

The team at Thrive ensured that Wilson Vale understood what would be covered under their renewed IT services, helping to merge existing licensing and contracts, and providing a clearer breakdown of their IT costs.

One of the significant projects identified was the company's disaster recovery system. The disaster recovery site was hosted in an old, inadequate environment that lacked proper cooling and had a failing infrastructure. Recognising the need for change, Thrive recommended transitioning to a cloud-based disaster recovery system. Thrive walked Turner through the various options, explaining the risks of continuing with the outdated system and outlining the benefits of modernisation and cloud migration.

Thrive also provided ongoing cybersecurity training to the team, helping Wilson Vale improve their awareness of cyber threats in a rapidly evolving digital landscape. They took care of organising and managing the training sessions, which had previously been an overlooked area for the catering company.

Results of the Partnership: Smooth Operations and Strategic Guidance

Since the transition, Wilson Vale has experienced smoother IT operations and has been able to focus more on its catering services without worrying about the technical details. The disaster recovery project has progressed into a cloud migration, with minimal involvement required from Wilson Vale's team. Thrive handles all the technical aspects of the migration, offering weekly updates and transparent communication, which has been a significant relief for the finance team, who, by default, also handle IT-related issues.



Wilson Vale's Account Manager has been instrumental in translating complex technical information into clear, actionable advice, bridging the gap between technical jargon and the company's practical needs. This hands-on support has been invaluable, especially given the minimal in-house IT knowledge. Thrive's consistent guidance and strategic recommendations have helped Wilson Vale move forward confidently in the face of growing cybersecurity challenges and the increasing demands of a global business environment.

While cost and time savings may not be obviously measurable due to the nature of Wilson Vale's straightforward IT needs, the company is now in a better position to scale its technology infrastructure to support growth. Thrive has ensured their systems are secure, reliable, and prepared for the future.

A Strong, Trustworthy Partnership

The collaboration between Wilson Vale and Thrive has allowed the catering company to seamlessly transition into a more secure and reliable IT environment. The MSP's approach to communication, guidance, and technical expertise has empowered Wilson Vale to focus on its core business without constant disruptions or concerns about IT. Thanks to their relationship with Thrive, Wilson Vale can confidently look towards the future, knowing that their IT infrastructure and security are in capable hands.

About Thrive

Thrive delivers global technology outsourcing for cybersecurity, Cloud, networking, and other complex IT requirements. Thrive's NextGen platform enables customers to increase business efficiencies through standardisation, scalability, and automation, delivering oversized technology returns on investment (ROI). They accomplish this with advisory services, vCISO, vCIO, consulting, project implementation, solution architects, and a best-in-class subscription-based technology platform. Thrive delivers exceptional high-touch service through its POD approach of subject matter experts and global 24x7x365 SOC, NOC, and centralised services teams. Learn more at www.thrivenextgen.com or follow us on [LinkedIn](#).