

Belmont Packaging Case Study



ABOUT

Kate Louise Hulley is the owner of Belmont Packaging, a company she bought about 11 years ago. The company makes cardboard packaging for retail, transport and display as well as more custom solutions. It's been a long-term client of Bluebox, working with them even before Kate acquired the business.

"They're genuinely a good team. What you see is what you get. There's no pretense. They're genuinely good people, and there to help at the other end of the phone or the computer when you need them. They're a good, honest team that want to help and provide a good, solid, consistent service."

Kate Hulley Belmont
Packaging

THE CHALLENGE

Bluebox have a very wide workload, there are many moving parts and there's a high potential for catastrophe. Kate runs a business that depends on its IT and phones being always available. Servers can go down, hardware and software can fail, phones need upgrading all the time it seems. And no one is immune from the threat of cyber attack, so cybersecurity and ensuring staff awareness of threats is extremely important.

THE SOLUTION

Bluebox provides a full suite of Telecoms and IT services. They manage servers and infrastructure, handle hardware and software issues, implement cybersecurity measures, provide staff training on IT awareness and cyber safety, and help with transitioning telephones to digital lines. Everything is seamless, **"If there's an issue, they're always available. They look after our IT, our infrastructure, everything, and they take headaches away."**

THE OUTCOME

1

Kate is delighted with Bluebox's. She says, **"There aren't many challenges, because Blue Box make sure there aren't."** IT and Telecoms management is stress-free, cybersecurity is enhanced, and technology transitions are seamless.

2

Regarding IT support, Kate noted, **"Anything to do with hardware, get on the phone to Bluebox, and they're always there."** On cybersecurity, she appreciates Bluebox for **"Making sure that we are kept safe from cyber attacks, making sure that the staff keep us safe from cyber attacks."** She also highlighted their role in **"Making sure that our telephones are changed over to digital lines."**

3

Kate sums up her experience by saying, **"I don't know life without Bluebox, but I think if Bluebox weren't here, then it would be much more challenging than it is."**