

J Dickinson & Sons Case Study



ABOUT

J Dickinson is a commercial skip hire and recycling company based in Bolton north of Manchester that has been operating for nearly 90 years. The company operates on a large site of approximately 17-18 acres. Chantelle Taberner serves as the PA for the directors and manages the IT aspects of the business, acting as a liaison between the staff and Bluebox.

Chantelle emphasised the value of Bluebox's expertise: "They're the experts, and we refer to them... the guys are great. They're really professional." She also highlighted their role in security: "The director wants to be very careful about security, and they always advise us on that."

THE CHALLENGE

The company operates on a very large, open site which has unique challenges for IT management and communication. Staff often needed considerable guidance with IT and there was a need for improved connectivity between different areas right across business. Additionally, the company required robust security measures and effective communication tools to connect staff working in various parts of the expansive site.

THE SOLUTION

Bluebox provides a comprehensive IT solution for the company. They manage IT systems, including PCs, laptops, Microsoft licenses, emails, and all security. Bluebox also implemented a 3CX app, which significantly improved connectivity across the site. This allows staff to make phone calls from their mobiles while on the yard, enhancing communication.

THE OUTCOME

1

Bluebox implementing the 3CX app has greatly improved connectivity and communication across the large site. It also provides phone recording and reporting capabilities that weren't available before.

2

Bluebox's support has been crucial in managing IT challenges. Chantelle noted, **"They join it all up for us, and they'll get me involved in authorisation sometimes, and then explain what's been requested."** The company has also benefited from improved security measures and staff training. Bluebox provides training videos on cybersecurity and monitors staff completion, ensuring everyone understands the importance of IT security.

3

Chantelle sums up the outcome by saying, **"We feel that we've got the connectivity we require, and that we're secure and safe in in what we do, and that's everything..."** She appreciates that Bluebox puts everything together from beginning to end, allowing her and her colleagues not to worry about IT issues.