

TRUE TO NATURE CASE STUDY



WHO ARE TRUE TO NATURE?

True To Nature is a Bristol based independent production company. True To Nature specialise in creating world class natural history content with the sole purpose of bridging the gap between people and the natural world. Some of the brilliant productions in which True to Nature have worked on include; Undiscovered Worlds with Steve Backshall, Living Volcanos and popular Cbeebies show Garden Tales.

THE CHALLENGE

True To Nature were looking for a fresh pair of eyes for their IT systems, specifically to **reimagine their data storage, email and ability to collaborate** and access documents from anywhere. Their teams can be working on location from anywhere in the world, in the TTN office or working from home and the ability to work productively was paramount. All systems needed to be fully compatible with their **Apple iMac and MacBook** computers

Cloud document storage was already in place but combined with Hosted Exchange email costs, their cloud solution was both **expensive and difficult to manage**. As the company enjoys continued growth, it was important to develop an IT solution that can scale with the business as well as meet various security and supply chain requirements.

Being part-owned by Sky it was also important that any partners have a clear **environmental policy**. Systemagic has proudly been carbon neutral since 2017 (through both reduction and offsets) and has planted over 1500 trees through projects in Mozambique and Central Africa as part of our ongoing commitment to positive climate action.

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THE SOLUTION

Due to the Coronavirus lockdowns and restrictions, Systemagic onboarded True To Nature **completely remotely** – proving that relationship building and technical exploration, when done well, no longer needs technicians onsite. This was important with such a distributed team working in over 50 locations. Systemagic's team includes a number of **Apple certified technicians**, and at least 30% of our customers are Apple based.

Using **Microsoft's 365 platform**, Systemagic implemented new email, file storage and collaboration to replace the old systems – **saving TTN over £750/month** in the process when compared with the previous solution. SharePoint allows users to access, edit and collaborate on documents **from any location**, and in conjunction with OneDrive for Business even allows them to save local copies to work on when they're working without internet. Exchange email enables access from any device, and Microsoft Defender for 365 was implemented to ensure **security, compliance and privacy** was addressed. Backup was put in place to ensure a daily backup of data and emails to a secure location – something that's **often overlooked** when people move to Microsoft 365. Lastly, users were given guidance on the options of accessing emails and data either using the Microsoft Office software suite (which works excellently on Macs), using familiar apps like MacMail, or through the web browser.

Systemagic have also been able to supply new Apple computers with good discounts on retail/business pricing thanks to our strong Apple supply chain, and worked with TTN to implement devices with the new Apple M1 chip which, when configured correctly, gives **superior performance** to previous Intel chips.

"I really couldn't be happier with the service we have received from Systemagic to date. I have felt fully supported throughout and implicitly trust that, if I have an IT issue, I can call or email and one of your engineers will be able to sort it and, not only that they will sort it out but that they will do so in a professional and swift manner. I am constantly surprised by how quickly issues are resolved and the detail in which I receive advice / instructions."

Annie Scott - Executive PA,
True To Nature

WHO ARE SYSTEMAGIC?

At Systemagic we provide people-focused IT support, cloud and internet services with no long term contracts to businesses in Bath, Somerset, Wiltshire and beyond. We understand how vital technology is to your business and to the people involved in it. We take time to understand your business requirements and then provide tailored IT support and services.

Why not get in touch today?

