



Wessex Packaging Case Study



Wessex Packaging have more than 40 years of experience providing packaging solutions to businesses. Based in the heart of the South West in Somerset, they provide packaging materials, machines and solutions to 1,000's of businesses across the South West, South Wales and throughout the UK.

As a team of packaging professionals, Wessex Packaging take great pride in the service they provide to their customers, so it is essential that they have systems and processes that can handle their business

The service from Neuways

Wessex Packaging have used Neuways to provide a Managed IT Service since 2014. In that time, Wessex Packaging and Neuways have formed a partnership which has seen them work together to ensure that they keep their business, and its data, safe online.

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“Over the years we have built a working relationship with Neuways rather than a sales-led one which is important for trust. They clearly understand our culture and business priorities and provide us with a great service at a reasonable price.”

Sheldon Barter,
Head of IT at Wessex Packaging

In addition to their Managed IT Service, Neuways also provide many of the essential applications and systems to Wessex Packaging to help their business run more efficiently, improving the level of service they can offer their customers.

Wessex Packaging have installed industry-leading firewall technology and an email security solution to ensure the business is kept as safe as possible from hackers and ransomware attacks. With 90% of cyber attacks starting with a phishing email, Wessex Packaging want to keep their systems protected.

However, if the worse did happen and their business was hit by a natural disaster, human error or a technology fail due to a power surge etc., Wessex Packaging didn't want it to impact on their customers. Therefore, they turned to Neuways for their business continuity and disaster recovery solution. This solution means they can access their data in a matter of minutes, meaning they can continue to service their customers without delay.

Why did we choose Neuways?

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“Neuways are open, honest and knowledgeable – they aren't afraid to advise me on what is the best solution for Wessex Packaging. They are great at taking my questions and queries and finding a solution that works for us.

They have helped us to migrate from a desktop PC to a server that became a centralised resource for our network, and now to the cloud as technology and our business moves forward. I'm confident they will be able to help us take the next step in our technological evolution when the time is right.”

Sheldon Barter,
Head of IT at Wessex Packaging