

CASE STUDY

CLIENT: UNDERWATER LIGHTS LIMITED

The Business

Underwater Lights Limited was established over 30 years ago, and are a market leader in the design, manufacturing and installation of underwater lights for boats. This unique business offers a wide range of products for boats of all sizes, and specialise in products for superyachts.

Underwater Lights Limited has installed their lights on hundreds of superyachts all over the world and since they were founded, have continuously evolved and developed their products to enhance both the exterior and interior boat designs of their clients.



The Challenge

As Underwater Lights Limited has customers all over the world, they rely heavily on their systems and technology. Their systems needed to combine hosted solutions and a resilient backup plan to allow them to access their data when working off-site from all over the world.

The market-leading business was looking for an expert IT team offering support, a wide skill set, technical expertise and proof of experience with CAD design systems and software.

The Solution

CHS Networks offered Underwater Lights Limited several solutions in order to meet their needs. These included day-to-day support, technical advice for CAD systems, along with Cloud and Hosted Telephony support. With the migration of the business' data from the on-premises server to the Microsoft 365 Cloud and the implementation of cloud-based telephony, CHS Networks helped Underwater Lights Limited to ensure remote working and accessibility was much smoother.

Having provided IT Support to Underwater Lights Limited for over 10 years, CHS Networks has developed a profound understanding of the business' technology needs and helped them with the following solutions:



Fully Managed IT Support



Cloud-based Backup Solutions



Windows 2012 Server



Hosted Telephony – GAMMA Horizon



Microsoft 365



Hosted Accounts Platform

Due to the nature of the projects for the marine industry, the Underwater Lights Ltd team relies on fast response times as they need to be able to expedite projects quickly. CHS Networks have provided a proactive service, enabling Underwater Lights Ltd. to offer outstanding customer service.

“CHS not only provide us with an excellent support service but are always on hand to assist in more difficult problems and work hard to find the solution.”

Klare Urquhart, Sales & Finance Director

