

**COMPANY**  
RWD

**LOCATION**  
Beaulieu

**INDUSTRY**  
Superyacht designer

**SERVICES**  
IT Support  
Strategy  
Backup and Recovery  
Managed Services

## CASESTUDY

### RWD

British yacht designers RWD (Redman Whiteley Dixon) have been at the forefront of superyacht design since the company was formed in 1993. The company handles all elements of interior and exterior superyacht design from its studio on the banks of the Beaulieu River, in the heart of the New Forest.

Senior management and project managers from the business regularly travel to locations around the world, meeting with clients and liaising with boat builders, therefore secure remote access to email communications and project data is vital.

*“IT downtime, a cyber-attack or loss of data could have huge implications for our business, both financial and reputational so we take it incredibly seriously. Without any doubt IT has to be a priority at board level. It plays such a vital part in every element of the business that it can't be overlooked.”*

Adrian Chisnell  
RWD

At the time of engaging with Taylor Made Computer Solutions, RWD was in the early stages of a planned merger with sister company POD Interior Style, who shared the site, but had a separate IT infrastructure. Taylor Made recommended a full IT Strategic Review, encompassing both businesses, which would provide the necessary level of analysis and output detail to enable the business to plan future IT infrastructure merger and long-term investment strategy.

#### Challenges Faced
















The audit team's findings, based on technical investigations and user interviews, showed that there were a number of areas within the IT service that represent a risk to the business. Our report highlighted the following key areas of concern:

RWD

continued overleaf ↘





-  IT Support
-  Hosted Solution
-  Backup & Recovery
-  Connectivity
-  Outsourcing
-  Hosted Telephony
-  Managed Services
-  Disaster Recovery
-  Consultancy
-  Strategy
-  Migration Planning
-  Infrastructure Refresh
-  Software Development
-  System Design
-  Security

- Data security and protection of intellectual property..
- Unreliable IT systems that did not have the flexibility and scalability to support planned merger and business growth.
- Local area and wireless network security and stability issues.
- Reactive support and lack of strategic guidance, which resulted in an unstable and inappropriate IT infrastructure design.

## Solution

Our report recommended that RWD engage Taylor Made's itBusinessCare Fully Managed Support Service, which includes a comprehensive security suite, full proactive support and ongoing IT strategy planning meetings and advice.

Taylor Made provided some short-term recommendations that aimed to address immediate risks and stabilise the core infrastructure.

As part of the longer-term strategy, Taylor Made examined a number of server infrastructure models to support the planned merger and future growth plans, including on-premises, co-location hosting and a fully managed hosted desktop service. We finally concluded that an on-premises solution would be the best fit for the business. This was primarily due to limitations on internet communication at the company site and the requirement to work with large design data files.

It was agreed that a local area and wireless network redesign would be required to support the merged companies, and to improve data security at the site.

Taylor Made provided the company with assistance selecting desktops and laptops for its users, which need to be carefully specified to meet the demands of a specialist boat design company.

We also implemented a backup and disaster recovery plan which copied important business data to dual data centres.

## Benefits

RWD engaged Taylor Made's Fully Managed itBusinessCare support service. Taylor Made now monitor and manage the IT infrastructure, applying security and critical updates when required. RWD users can call on our ServiceDesk for assistance and can have an engineer visit site to help with more complex issues.

Disparate IT systems have been upgraded, stabilised and consolidated into a single infrastructure that has the capacity, performance and flexibility to support the merged businesses over the next 3-5 years. RWD and POD Inertia Style successfully merged in 2017 and now operating under the single RWD brand.




Strategic guidance means that users now have access to laptops and desktops that better meet their specific user needs, whether working on complex high resolution drawings in the company offices, or visiting boatyards and clients around the World.

Regular strategic meetings, and access to our team of experienced consultants, means the business continues to receive expert advice and maximum return on IT investments.

**Taylor Made**  
COMPUTER SOLUTIONS

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