

# ENHANCED

Technology For Better Business Performance

## BEAULIEU ESTATE



**Client:** Beaulieu Estate

**Sector:** Hospitality & Leisure

### CO-MANAGED I.T. INFRASTRUCTURE FOR EXTENSIVE TECH KNOWLEDGE

Beaulieu is an award winning family visitor attraction at the heart of the New Forest National Park operated by Beaulieu Enterprises Ltd with over 800 years of heritage, which has been in the ownership of the Montagu family for over four centuries.

#### THE CHALLENGE

Beaulieu were looking for a co-managed service to assist with any knowledge gap and strengthen the in-house team by providing a point of escalation.

Enhanced act as Beaulieu's virtual I.T. director to provide ongoing strategic advice to meet Beaulieu's long-term goals in order to forecast commercial spend and utilise technology across the business.

Previously Beaulieu had a longstanding relationship with another provider. Following changes in the arrangement from the previous partner, they started an extensive tender process to find a long term trusted I.T. partner.

#### THE SOLUTION

Enhanced work closely with Beaulieu acting as their Virtual I.T. Director, reporting to Beaulieu on a monthly basis with guidance on annual spend and ongoing projects alongside a bi-annual meeting to assess business strategies. An Enhanced engineer works at the Beaulieu site once a month to assist with elements that require an onsite set of hands and complements our remote support team to offer a comprehensive package.

#### THE RESULTS

- A robust long-term partner for efficiency
- I.T. Support across the whole Beaulieu Estate
- Monthly strategy meetings for ongoing growth

#### THE BENEFITS

- **Efficiency** – Working alongside Enhanced enables Beaulieu to receive ongoing advice and planning for the next stages of efficient growth.
- **Comprehensive Support** – Accompanied with monthly engineer visits, the Enhanced support team are on the other end of the phone to fill any knowledge gaps around the infrastructure of the Beaulieu Estate.
- **In-depth I.T. Strategy** – A monthly strategy plan is created to ensure the Beaulieu Estate is always a step ahead of its needs, leading to less drop off time.

“Enhanced really complements our internal team. We have a diverse range of sites and equipment at the Beaulieu Estate and its brilliant being able to have that bigger pool of knowledge just a phone call away.”

Emma Varty  
I.T. Manager, Beaulieu Estate

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Contact us today on **01202 308 000** or visit [enhanced.co.uk](http://enhanced.co.uk)