

CASE STUDY

Enabling Remote Work

CHALLENGES

- Social distancing
- Work productivity
- Rapidly changing requirements



KEY TECHNOLOGIES

- Microsoft Teams
- Sharepoint Online
- Cloud Hosted PABX
- Online Client Portal
- Secure VPN Access

CUSTOMER AT A GLANCE

Since opening their doors in January 1950, BGC have grown into a respected, established firm with 4 partners and a total staff complement of 40, of which trainee accountants comprise approximately 20.

They specialise in non-listed family businesses and cover all aspects of tax, auditing, accounting and estate planning.

OVERVIEW

When the COVID-19 pandemic took center stage, BGC quickly recognized the need to adapt and enable remote work for all employees to ensure clients' needs could continue to be met.

SOLUTION

TECHTRON rolled out collaborations tools including Microsoft Teams, SharePoint & OneDrive, as well as Secure VPN access to legacy on-premise applications through a Sophos managed firewall. Other projects were also rolled out to migrate to a Cloud-hosted VOIP solution and online client portal to help share data securely with clients. All these changes have allowed BGC staff to easily work both from home or at the office with no disruption and without limiting access to company resources.

This key benefit has allowed BGC to continue to offer excellent customer service during the COVID-19 pandemic.