



## CASE STUDY

# Cloud & Managed Service Contract

Moving on-premise infrastructure to the cloud helped Citrefine to enable their strategic growth plans.

Citrefine is a family-owned business that has been operating for over 25 years, helping companies in over 30 countries around the world make effective insect repellent products, using their Active Ingredient, Citriodiol®. Citrefine believe everyone should be able to enjoy the great outdoors and live happier, healthier lives untroubled by mosquitoes and other biting insects in all environments.

WATCH THE VIDEO CASE STUDY



# The Situation

Koris365 was recommended to Citrefine by another company on the same industrial estate. After hearing encouraging remarks about their service, Citrefine reached out to Koris365 to see if they could design a solution tailored to their business needs.


Since 2019, Koris365 has been working with Citrefine to provide a fully managed service, which supports their strategic growth plans.

# The Challenges

With offices in Leeds and the northeast of the United States, Citrefine has grown significantly since 2015 and had ambitions to grow their team further and strengthen their position as a global leader in their market.

However, their ability to enable those growth plans was being hindered by their previous local IT provider. Citrefine identified they had a need for a new long-term partner - a larger one with greater experience and a superior breadth of offering, to support their business as it grew. Moreover, they wanted a more stable and secure IT network, without having to worry about maintaining the equipment in their office and having to call an engineer to site if any problems occurred.

After taking a look at Citrefine's infrastructure, Koris365 quickly identified the on-premise equipment was ageing, and they were in need of a new solution that could scale as the business grew. In addition, there were some technical challenges and equipment which had been left relatively untouched since installation.



"I think the main thing that Citrefine has learned is the importance of having a good, secure network and that having a great I.T. partner is actually very important – even though it's ideally not obvious day to day to most people working in the business."

Jacqueline Watson, Managing Director at Citrefine

As the project was about to start, Covid-19 had brought the country - and the world - effectively to a halt, which created logistical issues and raised concerns that the project was going to take longer than Koris365 and Citrefine had hoped.


Despite the challenges that Covid-19 brought, the objective remained the same – to ensure Citrefine moved to Koris365's private cloud as quickly and as effectively as possible with minimum disruption to the business.

## The Solution

After being contacted by one of the directors, Koris365 attended the site with one of their lead architects and understood that Citrefine's infrastructure was not fit for purpose for their future plans as a business, and that they had very limited technical expertise in-house.

Koris365 delivered a bespoke solution and moved them from an on-premises solution to Koris365's private hosted cloud, held in a tier 3 data centre. This migration gave Citrefine greater levels of security and around the clock support, meaning they have the confidence and reassurance to know that Koris365 is only a call away and able to assist them with any issues.

Over the duration of the project, communication between Koris365 and Citrefine was regular, whether that be in the office (covid permitting) or remotely, to ensure there was little interference with the progression of the plan. As a managed service provider, Koris365 has experience working with customers in different settings, so adapting to a new form of collaboration was no problem.



“The sign that it's working is that we have everybody able to work and we can run our business without having to think day-to-day about IT. And when they do need to, when something isn't quite right, being able to just ring a number and get straight through to a person who can help you resolve it is a huge benefit.”



# The Outcome

Following the conclusion of the project, Citrefine has more than doubled in staff size from seven to nineteen. Jacqueline Watson, Managing Director at Citrefine, noted “in the time we’ve been working with Koris365, we’ve grown from a small business of 7 or 8 people to now having 19 people, which we would never have managed without support from a company like Koris365”.

“In addition to that, we do have greater levels of security, which of course most of us don’t see from day to day but it’s certainly very good to know they’re in place”.

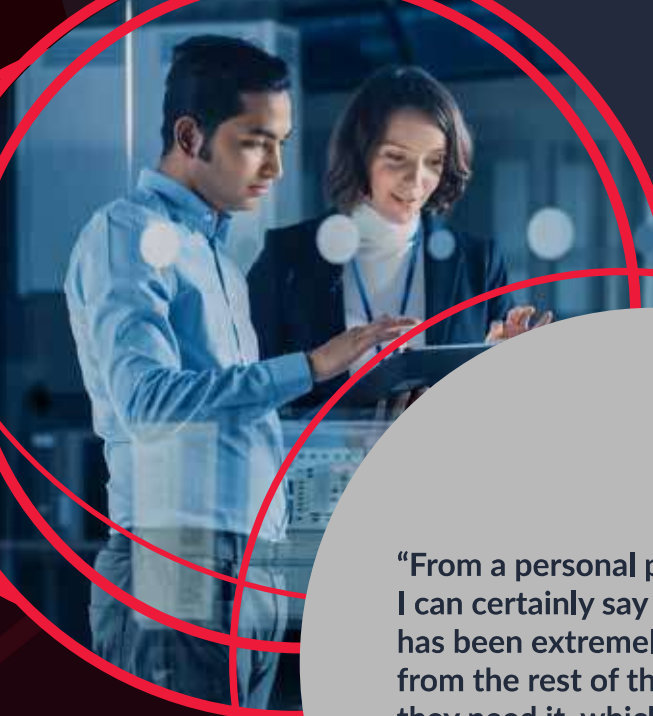
As they migrated from on-premise to the cloud, Citrefine no longer had to worry about maintaining equipment and locating it on their premises, freeing up space, resources, time and money. By moving to a larger, more experienced IT managed service provider, Citrefine has the secure and stable IT network they were looking for.

As a trusted partner, Koris365 will provide Citrefine 24/7/365 support and continue working with them to implement new technologies and solutions over the coming years to help them achieve their business goals.

## Video Case Study

See what Citrefine had to say about their experience working with Koris365...

WATCH THE VIDEO CASE STUDY

A photograph of a man and a woman in a professional setting, looking at a tablet together. The image is framed by several overlapping red circles of varying sizes.

“From a personal perspective, I can certainly say that the support has been extremely good and feedback from the rest of the team is that when they need it, which is rare, then the support is excellent.”



[info@koris365.co.uk](mailto:info@koris365.co.uk)



0345 459 1995



[koris365.com](http://koris365.com)