



Technical case study

Soapworks

Soapworks is the UK's largest manufacturer of soaps, supplying to a worldwide client base from their Glasgow based factory.

Launched by The Body Shop founders Anita and Gordon Roddick in 1988, the business has grown from 14 employees at the outset to employ over 100 staff today, leading the way in modern soap bar manufacturing.

The requirements

Creating a modern, secure IT environment for Soapworks.

Soapworks made a decision in late 2019 to assess their IT environment and requirements, the result of which was a decision to enter the market to look for a new partner.

Soapworks' top priority was to find a partner who could deliver a fully managed IT service, delivered in conjunction with their internal IT stakeholders. A key part of this service was to provide the business with strategic IT guidance and help them work towards a secure, continually evolving and modern IT infrastructure.

The challenge

From day one of our relationship with Soapworks, the goal has been very clear - to provide them with a modern and secure IT environment, allowing them to focus on successfully running their business. We are delighted to report that this goal has been achieved, yet it was not an overnight process.

Building the foundations.

We kicked off with the deployment of several remedial and immediate fixes, including closing security vulnerabilities found within ageing servers and out of support operating systems. With this basic strengthening in place, we were able to take more advanced steps to secure the IT network, introducing our layered approach to cyber security, including next-generation antivirus and ransomware software, firewall protection, email filtering and cloud-based data and application back up.

Creating an IT platform for growth.

With the network secured, the next step was to develop a roadmap to fully modernise the Soapworks IT platform. This involved modernising the server infrastructure, including the deployment of Office 365 for email migration which enabled a shift from the existing on-premise email exchange to a cloud based alternative.

Further work included a company-wide PC refresh to update software and operating systems and the deployment of secure VPN access to enable remote working.

In taking these steps, the platform was in place to transform Soapworks into a truly connected and collaborative workplace.

Delivering the modern workplace

With a modern and secure IT platform in place, the focus moved to transition Soapworks to become a truly Modern Workplace, operating from the latest Microsoft services and applications, including:

- / **Cloud based technology bringing reduced on-premise infrastructure and costs**
- / **The capability to work from anywhere, anytime**
- / **Access to Microsoft teams, delivering the capability to work collaboratively both remotely and in the office**

Reacting to the pandemic

Delivering the Office 365 cloud migration proved an incredibly timely piece of work as the impacts of the Covid pandemic started to take hold, ensuring that Soapworks staff were able to access key Office 365 applications from home. In deploying additional remote desktop server access, we were also able to open up legacy applications to selected staff.

“We kicked off our partnership with Kick ICT after an extensive review of the local IT providers in our area and since the start of 2020, we haven't looked back.

They've helped us to better understand our IT environment and worked to ensure that our technology continues to be modern, connected and secure - it's great to know that this crucial area of the business is in safe hands.”

Kate Beaumont / HR Director

