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Case Study

Client: Claypenny
Properties

Sector: Property

Location: Sheffield

Project: IT Hardware &
IT Support



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Affinity have provided us
in the transition has been
superlative, nothing is
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The Client

Claypenny properties have been established since 1994. They are a reputable, family-owned and managed business, with an excellent reputation in the provision and management of student accommodation in Sheffield. Claypenny won awards in 2018 as Private Landlord of the Year and for Outstanding Customer Service, by Sheffield City Council.

The Challenge

After we audited Claypenny's existing IT infrastructure it became apparent that the equipment in use was dated, out of warranty and in some cases posed a security threat due to the age of operating system on the desktops as well as the server.

Affinity proposed to replace all desktops with new Windows 10 Professional equipment from HP and decommission the server which was used for email hosting and file sharing and migrate it all to the cloud and Microsoft 365 (formerly Office 365) using Exchange Online and SharePoint.

The Solution

We initially delivered a solution that meant all of their IT equipment was fit for purpose and of the correct specification, as well as being on a supported operating system.

All their files and folders were transferred to SharePoint and were configured with permissions set for individual users so that staff member's permissions are set to what data they need to access.

SharePoint data and Emails are backed up 3 times a day to an alternative data centre ensuring that there is complete redundancy in the solution should any data be lost for whatever reason.

The Feedback

Managing Director, Fraser, said: "We decided to upgrade our office computer systems a full office refit, and having spent the past 20 years with TSG, I decided to ask them to quote to replace the kit we had (which was dated to say the least)

I spoke with a friend who recommended Affinity and to be totally honest, I was shocked at the difference in price, not only were they hugely more competitive (and I also had to chase TSG to quote annoyingly), but the level of service that Affinity have provided us in the transition has been superlative, nothing is ever a problem.

When I need help, I phone their office, it rings once, they answer and immediately know that it's me, they log onto whichever PC needs sorting and in less than 5 minutes everything is fine again. I have honestly never experienced such prompt and excellent service, not only that, but all the guys that work at Affinity are very amenable.

Colin, Elliott and James (and anyone else I've forgotten) THANK YOU FOR EVERYTHING. HIGHLY HIGHLY RECOMMENDED!!!"