

How Fortress Care Built A Full IT Function Without A £20,000 In-House Hire With labdesk’s Microsoft 365 Accelerator

Fortress Care is a care provider trusted by Manchester City Council, the NHS, and local authorities across Greater Manchester. CQC-rated Good, and celebrated at the House of Lords.

AT-A-GLANCE

INDUSTRY

Health and Social Care

COMPANY SIZE

SME

LEGACY REPLACEMENTS

In-house IT management transition to the fully managed labdesk 365 Accelerator + Microsoft 365 migration + SharePoint workspace + cyber awareness training

PRIMARY ROI

“Knowing you have a dedicated partner that you can always call on”
— Ayobami (Ayo) Jatto



THE CHALLENGE (Before)

As directors Ayobami (Ayo) Jatto and Olubunmi (Bunmi) Jatto grew Fortress across more authorities and more placements, the team coordinated across separate systems rather than one central workspace, with files and templates living in Dropbox, apart from the tools they used every day.

The Breaking Point: Public-sector contracts increasingly ask providers how regularly systems are patched, and Fortress wanted to answer from documented policy. The alternative was an in-house IT hire the business did not yet need full-time.



THE SOLUTION (During)

labdesk audited Microsoft 365, IT and security before recommending anything, then migrated Fortress fully onto Microsoft 365 under the 365 Accelerator, with SharePoint built into a single workspace for documents and templates.

In Bunmi’s words: “Putting everything into SharePoint has been a massive help.” Backup and recovery, proactive management of the cloud environment, cyber awareness training for the whole team, and new laptops set up and ready to work.

THE RESULTS (After)

£20,000

the annual IT hire Fortress no longer needs

14 days

the patching cadence commissioners expect

STRATEGIC OUTCOME

Migrated with no disruption to service. Copilot moved from the basic to the professional tier and into the team’s day-to-day processes, with secure access extended wherever the team works.

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“When it comes to data, we are in a much stronger place. Commissioners rightfully want to work with organisations who share the same values.”

— AYOBAMI (AYO) JATTO, DIRECTOR AND NOMINATED INDIVIDUAL, FORTRESS CARE

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