

How JCS Nuclear Solutions **Halved Time Lost To IT Issues** With labdesk’s Microsoft 365 Accelerator

JCS Nuclear Solutions is an award-winning family-owned SME in Bury, Greater Manchester. For 50 years they have engineered radiation sensing and shielding technology for **Sellafield, AWE, Rolls-Royce, the MoD, CERN and the NHS**.

AT-A-GLANCE

INDUSTRY

Nuclear
Instrumentation
Design & Manufacture

COMPANY SIZE

SME

LEGACY REPLACEMENTS

IT provider transition to fully managed IT + labdesk’s M365 Accelerator + Cyber Essentials Plus management + cyber awareness training

PRIMARY ROI

“An extension of our team rather than an external supplier” — Oliver Caunt



THE CHALLENGE (Before)

JCS ran a growing estate of business systems, including Microsoft 365, SharePoint, Flowlens CRM, Podio and Titan QMS. Delivering major projects meant working across two platforms, with Podio holding work internally while customers worked in Microsoft, so notes, plans and follow-ups were compiled by hand.

The Breaking Point: “Because we work in nuclear, the IT environment is a critical path to our business.” With a contract renewal approaching, Oliver wanted a partner who understood how those systems fit together, not one managing devices and licences.



THE SOLUTION (During)

labdesk took JCS’s IT on as a fully managed function, consolidating Microsoft licensing, tightening security configuration with the M365 Accelerator, and rolling out cyber awareness training through Usecure.

In Oliver’s words: “**It was a no-brainer really.**” Cyber Essentials Plus moved from a semi-managed process onto a live managed footing, Planner went into Teams to connect internal and customer channels, and support became a ticketing route into a small team JCS know by name.

THE RESULTS (After)

50%

reduction in time waiting on support fixes

Zero

downtime during the migration

STRATEGIC OUTCOME

Moving project delivery into Teams and Planner is expected to save 2-3 days a month in compiling meeting notes, Gantt plans and follow-ups. Time that now goes back into customer projects.



“It’s that kind of feeling of being embedded and valued by your provider rather than just being a commodity”.

— OLIVER CAUNT, MANAGING DIRECTOR, JCS NUCLEAR SOLUTIONS

See How You Can Secure Your Foundations With An IT Partner, Never A Contractor →