



@everythingtech
@everythingtechgroup

Driving Sigma Group's IT Evolution

Sigma Group

Since 2007, Sigma Group's Goods Not For Resale (GNFR) service has grown into UK-wide retail fit-outs, solar PV, HVAC, decarbonisation, energy management and logistics, supported by 5 regional warehouses and 2 offices. Their IT environment includes 9 critical servers, 360 users and no in-house specialists, yet must meet stringent compliance standards. For 7 years, Everything Tech has been their MSP partner, transitioning from reactive support to a strategic roadmap: MFA, Cyber Essentials Plus, hosted infrastructure, cyber insurance, and an in-progress SOC for 24/7 monitoring, advanced threat detection, rapid response and stronger compliance.



Key Challenges

- Absence of in-house IT specialists
- Complex IT infrastructure
- Compliance and security risks
- Need for long-term MSP partner that felt like an extension of the team
- IT support for a large, hybrid team



Key Outcomes

- On-going support of 360+ users
- Comprehensive IT roadmap
- 25% reduction in IT support tickets
- Cyber Essentials Plus accreditation achieved
- Hosting & support of 9 business-critical servers

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Everything Tech's Approach

With no onsite IT specialists, Sigma needed a trusted partner to deliver comprehensive, secure, and compliant IT support across their entire operation. Managing critical IT infrastructure, including 9 key servers, and standardising systems across 5 UK warehouses, presented significant operational and security challenges. Without proactive IT management, these factors posed risks to store readiness, logistics efficiency, and overall business continuity. Everything Tech takes a long-term approach focused on building resilience rather than merely reacting to risk. We provide proactive IT support for 360 users, resulting in a 25% reduction in tickets over the past six months. We have delivered a bespoke IT roadmap and are actively implementing it to drive ongoing improvements across infrastructure, compliance, and cybersecurity.



Compliance & Security

From Cyber Essentials Plus accreditation and SOC implementation to server hosting and Cyber Insurance support, our work with Sigma strengthens their IT environment, helping them meet evolving retail demands while giving stakeholders confidence in their IT strategy.



Everything Tech has been **instrumental** in supporting our business strategy. They have consistently worked to meet our IT requirements. The strengthening of the service, giving it longevity, has resulted in a dedicated support team who very much feel part of the Sigma Group and not just viewed as an external partner. Our Account Manager, Zale, has spearheaded this support with a **proactive** and **collaborative** style which has added value to our account and the IT roadmap. We are now working with a solid team that is **aligned in approach**. Everyone's **friendly**, upfront, and easy to deal with which is testament to the culture within Everything Tech. In my role as Group Compliance Director, having an MSP partner we can **trust is crucial**, and since I rejoined Sigma nearly 3 years ago, Everything Tech has been exactly that.

Stephen Woolf, CMIOSH CMaPS MIEMA CEnv
Group Compliance Director Sigma

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