

# IT Without the Headache: NWUPC's Transformation

NWUPC is a not-for-profit purchasing consortium supporting procurement collaboration across higher education and the wider public sector, helping members purchase responsibly, cost-effectively, and compliantly. With 16 full-time employees and no dedicated internal IT staff, the organisation has relied on Everything Tech for ongoing IT support, ensuring smooth operations and security compliance. Everything Tech has helped streamline hardware provisioning, implement proactive IT support, achieve Cyber Essentials certification, and manage a full Windows 11 transition, strengthening efficiency, security, and staff confidence.

## Key Challenges

- Limited internal IT expertise
- Security risks & phishing attempts
- End-of-life systems
- Slow IT support & hardware delays from previous partners
- Compliance pressures



## Key Outcomes

- Fast onsite & remote support
- Quick hardware provisioning
- Cyber Essentials & security training
- Windows 11 upgrade
- Smooth hybrid workflows



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# Everything Tech's Approach

NWUPC needed a trusted partner to deliver responsive, proactive IT support and improve security. With no internal IT team, slow hardware provisioning, security risks, and software upgrades created challenges. Everything Tech implemented a tailored, long-term strategy to boost efficiency and security.

We combined monthly onsite visits with remote support for 16 users to ensure fast issue resolution. Hardware provisioning was streamlined, including responsible recycling. Security was enhanced through rapid phishing response, ongoing advice, and support for Cyber Essentials certification. We also managed the Windows 11 upgrade smoothly, ensuring compliance and minimal disruption. Flexible hybrid workflows across Outlook, Word, Excel, and SharePoint were enabled to support dynamic working.

## Compliance & Security

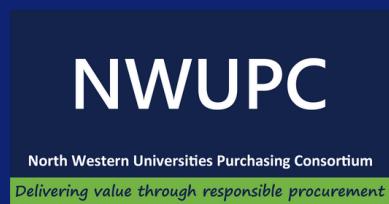
Achieving Cyber Essentials and proactive security measures have strengthened NWUPC's IT environment, reducing risk and building stakeholder confidence.



Everything Tech have always been brilliant, helpful and quick to respond. The regular office visits are a huge benefit, and their support during our Windows 11 transition was invaluable.

As an organisation, we're incredibly happy with the fast and efficient service they provide, all NWUPC staff who have raised tickets in recent months have said the same. We truly appreciate their support and look forward to a continued partnership.

Margaret Bryant  
Corporate Services Manager  
NWUPC



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