



# Case Study: TackleStore Software Project



## The Client

TackleStore is a specialist supplier of lifting and fall protection products, providing a comprehensive range of solutions for industries requiring high standards of safety and reliability. With multiple branches across the UK and a strong focus on safety and compliance, TackleStore needed to upgrade its IT infrastructure to ensure seamless operations, enhanced security, and efficient management across all locations.

The company sought our expertise to modernise its technology stack and eliminate the risks associated with outdated systems. As part of our support, we provided on-site assistance at all UK sites to ensure seamless transition.

## Project Overview

Our onboarding with TackleStore revealed that their on-premise infrastructure was outdated and posed a significant risk of system failure, which could lead to severe disruptions to their business. The core issue was that the entire infrastructure relied heavily on end-of-life software and hardware —a potential disaster we needed to address carefully to minimise interruptions.

Our initial approach was to replace all the outdated software and hardware with newer, more reliable on-premise servers to address the immediate threat. Once we stabilised TackleStore's system we could start migrating their workload to Azure – a cloud-based server system. Meanwhile, we rebuilt their RDS solution from scratch.

## Key Points:

Projects completed:

- Full infrastructure to Azure move
- Building RDS farm
- Decommissioning EOL SW and HW
- Firewall replacement at all branches across UK

We provide:

- Onsite support for sites across UK as needed
- Remote IT support
- Liaison with 3<sup>rd</sup> party IT companies when appropriate

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Across all of their locations, we replaced firewalls and other network elements (such as switches and wireless access points) with modern and more secure devices.

## Summary

After completion of the project, some fine-tuning was necessary to optimise TackleStore's workload. Thanks to our team's expertise with Azure and the platform's flexibility and scalability, we managed this successfully.

As a result of these implementations, TackleStore now benefits from improved scalability and performance, enhanced security, and greater operational efficiency across its entire network.

Impact IT helped TackleStore elevate their IT systems so that they can work at their best.



<http://www.tacklestore.net>

## Testimonial

"We have recently changed our IT support to Impact IT, as our previous company couldn't provide the service we required. I can only say that Impact have been very helpful during the transitional period, whilst building a structure for our ongoing support. Every reported issue we are kept up to date with, and continued communication with unresolved queries, which is important to us. They are very proactive with regards to our servers and have already contacted us a few times with issues requiring our attention."

**Robin Kidner**