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# Build Stronger Foundations with Better IT Support & Cybersecurity

A step-by-step guide for construction decision-makers in Kent.

# Speed Matters - Every Minute on Site Counts

## What to check:

- Average response time from a support ticket being raised.

- Average fix-time (time to resolve, not just acknowledge).

- Service-level tiers – does the provider guarantee uptime and rapid recovery?

## Construction tip:

Track your IT outages vs. project delays and see where the pitfalls are.

# Not Just a Break-Fix Provider

## What to check:

- Proactive monitoring & helpdesk.

- Disaster recovery (DR) – can your business get back online after an outage, breach, or hardware failure?

- Scalability: multiple sites, subcontractors, remote teams.

## Ask your provider:

*"What's our guaranteed recovery time if we lose access to critical project files?"*

# Security Built on Strong Foundations

## What to check:

- ISO 27001 certification (information security management).

- Cyber Essentials Plus accreditation – are they practicing what they preach?

- Compliance guidance specific to the construction industry.

## Construction tip:

You are more likely to win public sector tenders if you can prove your cybersecurity posture.

# Site-to-Server Protection

## What to check:

- Endpoint security across mobile devices, tablets, and rugged laptops.

- Secure file sharing between site managers, architects, and contractors.

- Supply-chain security - are your partners protected?

## Ask your provider:

*"Are we protected internally if a third-party suffers from a data breach?"*

# Support When You Need It

## What to check:

- Local presence – can engineers be dispatched to your construction sites quickly?

- Are they availabile for site audits and equipment setups.

- Do they offer 24/7 support options, or have limits on support hours?

## Ask your provider:

*"What's your average out-of-hours response time for urgent issues?"*

# Smooth Handover, Zero Disruption

## What to check:

- Defined schedule for transition to minimise downtime and productivity losses.

- Staff training and support during onboarding.

- Hidden labour costs for implementation and snagging.

## Construction tip:

Clearly outlined onboarding and offboarding plans are essential for compliance.

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