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Oct 2023

Tip Top Managed Services

The Mayborn Group is often better known by its brand name – Tommee Tippee. Founded over 50 years ago, the team have been supporting parents by creating innovative, stylish products to champion everything it takes to be a parent.

Case study

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[Paul Kelly](#)

Head of Technical Services

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What they needed

When Global Head of IT, Darrin Shaw, joined Mayborn Group in 2016 he had an idea of how he wanted to structure the team, but he needed support from a third-party managed services provider to achieve it. That's where Waterstons and our services and support came in.

After a major incident triggered a chain of events resulting in a full risk audit undertaken by Waterstons, we got involved with several projects before ultimately winning at tender stage.

"When tendering, many of the standard benefits were available from all potential suppliers, but it was Waterstons' size, culture, level of maturity and flexibility that sealed the deal for them," said Darrin. "We'd already learned we could rely on them to 'act first, chat later' – and that trust has never wavered."

What we do

From initial onboarding, we now offer several services for Mayborn through successful competitive tendering, including:

- Managed services
- Onsite technical management
- Service desk
- Infrastructure management and movement
- Endpoint Detection and Response
- Security Operations support

"As we have grown, we've taken advantage of the ever-growing range of services from Waterstons," said Darrin. "As we expanded globally, the need for 24/7 support increased – especially with offices in the APAC region and Melbourne, Australia."

Mayborn was one of the first clients to go live with our 24 hour managed service desk which has been invaluable to their development. Regardless of where their teams are in the world, they all know they can pick up the phone and reach someone with the skills to help them.

Technical infrastructure

Paul Kelly has worked with Mayborn since the start of our relationship and is onsite with the team two days per week to monitor, manage and support the firm's technical infrastructure.

By being a regular fixture to the team, he is able to make recommendations – and changes – even with the shortest of lead times. He explains:

"As Covid-19 started to become more threatening, and clearly leading to a change in working practices, the intimate knowledge of the client, team and requirements meant we could act fast to put provisions and procedures in place that would have no impact in operation.

"Within two weeks, we were able to support Mayborn by putting projects in place to support colleagues' new ways of working. For example, we quickly commissioned and implemented an always-on VPN.

"By pre-empting this shift, all of Mayborn's 450+ active IT users, its' operation and data were unaffected when lockdown started, facilitating business continuity in a very uncertain time."

While the implementation of the solutions was speedy, the planning had already been ongoing due to an upcoming HQ move. As a result, when the relocation of premises did occur, much of the infrastructure change had already been put into place, meaning little disruption and team confusion.

So much of the work had already been done, that it made a huge difference in meeting moving deadlines.

What they said

"We have a very high degree of confidence and trust in Waterstons, and know that we can always rely on them to be there when we need them.

"As the company has grown and required more support, so has Waterstons' offering. Regardless of service area we have experienced excellence everywhere; the professionalism and aptitude of every person we have worked with has never wavered.

"The team challenges us to try new things, to keep an eye on the horizon and find new solutions and ways of working – to keep us innovative.

"Ultimately, having Waterstons onboard means that we know we have experts looking after the day-to-day support for our team and infrastructure, while the in-house team focus on 2nd line support and streamlining. There is no duplication or tripping over each other – they are the custodians of our infrastructure and service delivery, and we rely on them implicitly."

Darrin Shaw, Head of Global IT

<https://waterstons.com/print/pdf/node/8624>