

**INFINITY
GROUP**

Development and Light

Building secure
foundations for growth_





Key takeaways_

- Development and Light had grown organically from two founders to a five-person consultancy, but its IT setup had become increasingly ad hoc as the business scaled.
- As they grew, it highlighted the need for stronger security, more structured IT processes and a trusted partner who could take on the heavy lifting.
- Infinity Group helped create a clearer, more secure IT foundation through an audit-led approach, proactive support, user training and ongoing guidance.

About Development and Light_

Development & Light is a specialist consultancy helping developers, architects, planners and property owners navigate Rights to Light, Daylight and Sunlight challenges across the built environment.

Based in London, the firm provides expert advice on the impact of development on neighbouring properties' access to natural light, while also helping ensure new developments meet relevant lighting standards.

As a growing consultancy operating in a competitive and fast-moving market, Development & Light continues to support clients on projects ranging from individual developments to major regeneration schemes. But this growth requires the right IT foundations.



“We were doing a little bit of DIY IT on the fly. We knew we needed proper foundations in place for growth and we needed a trusted partner who could do the heavy lifting for us.”

– Rob Croft,
Partner at Development and Light



The challenge

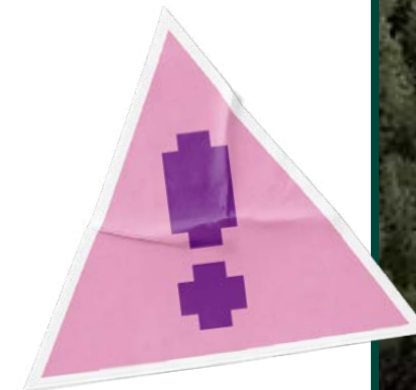
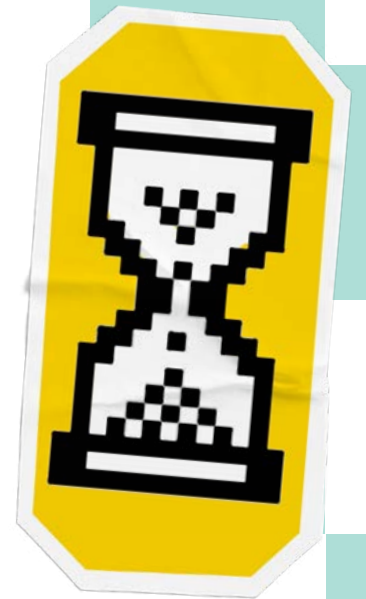
Before working with Infinity Group, Development and Light's IT environment had grown organically alongside the business. With no internal IT specialists, systems and processes had been managed in a practical but informal way, with the team relying on quick fixes as needs arose.

That approach became harder to sustain as the business grew. Different team members had different IT footprints, including varied account setups, devices and previous quick-fix solutions. This created complexity and made it harder to maintain a consistent, secure environment across the business.

As the business evolved, the team recognised that what had worked during the start-up phase would not necessarily support its next stage of growth. They wanted greater confidence in their security posture, more consistency across users and devices, and a trusted partner who could provide both day-to-day support and strategic guidance. The goal was not simply to fix problems as they arose, but to create a secure, scalable IT foundation that would enable the business to grow with confidence.

“What appealed to us was that it felt like a holistic approach rather than simply IT support. It was about creating a joined-up foundation for the business, with clear costs, clear outcomes and room to grow.”

– Rob Croft, Partner at Development and Light





The solution

Infinity Group began by taking a broader view of Development and Light’s existing IT setup. Rather than simply providing reactive support when issues appeared, Infinity reviewed the business’s hardware, software, internal processes and working practices to understand where improvements were needed.

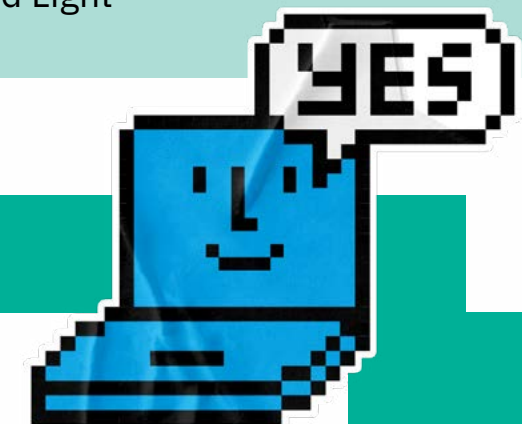
This audit-led approach helped create a more connected, secure and growth-ready IT foundation. For Development and Light, the value was in having a clear proposition: a fixed, subscription-based model, defined costs and a joined-up plan for improving the business’s infrastructure.

Infinity also supported the transition through training, onboarding and practical guidance. The team received concise, useful security training, helping employees understand key do’s and don’ts, common pitfalls and how to work more securely day to day.



“The proposition was really clear. Infinity looked at our hardware, software and internal processes, then helped redesign things in a way that was fundamentally more secure and gave us a foundation to grow from.”

– Rob Croft, Partner at Development and Light



The Infinity Group approach

For Development and Light, Infinity Group stood out because the relationship went beyond traditional IT support. The business had spoken to another provider, but the alternative felt more reactive, based around raising issues by phone or email and waiting for troubleshooting support. By contrast, Infinity's model felt more modern, proactive and comprehensive.

That proactive approach has continued after onboarding. Through regular monthly catch-ups, Infinity provides updates on what is happening in the background, explains ongoing improvements and helps Development and Light understand where future projects could add value.

The most immediate benefit has been responsiveness. When tickets are raised, someone jumps on issues quickly, helping the team resolve problems and continue working with confidence.

Infinity's guidance has also helped Development and Light look beyond day-to-day support. The business is already considering future projects around automation, AI and process improvement, including opportunities to streamline existing workflows and explore the "art of the possible" with Infinity's support.

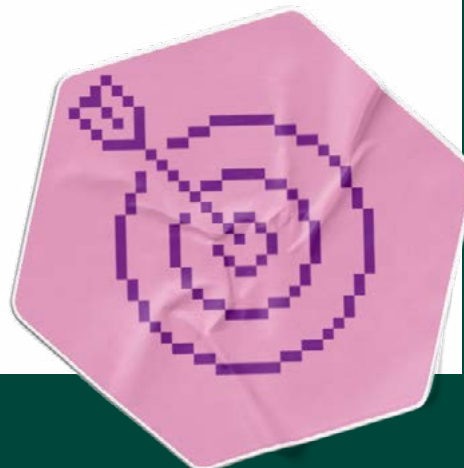


"The responsiveness has been really impressive. When an issue comes up, someone jumps on it and resolves it quickly, which means we can crack on with our day in confidence."

– Rob Croft, Partner at Development and Light

Outcomes and benefits

- **Created a stronger IT foundation for growth**, moving away from ad hoc processes towards a more structured, secure setup.
- **Improved confidence in cyber security**, with Development and Light feeling “100%” more secure and reporting no repeat incidents since working with Infinity.
- **Made support faster and easier to access**, with responsive ticket handling helping the team stay productive when issues arise.
- **Provided clearer cost control**, with a subscription-based model that made it easier to understand what the business would receive and how much it would cost.
- **Opened up future innovation opportunities**, including potential projects around automation, AI, business development, marketing and process improvement.



“Infinity are proactive, easy to work with and offer tremendous value. It gives us confidence knowing our processes are secure and that there’s a team there helping us think about what comes next.”

– Rob Croft, Partner at Development and Light

Discover your digital transformation roadmap with Infinity Group

As businesses grow, informal IT processes can quickly become a risk. Infinity Group helps organisations strengthen security, improve day-to-day support and create technology foundations that scale with their ambitions.

Whether you need to reduce cyber risk, improve responsiveness or explore how AI and automation could support your next stage of growth, we’ll help you make practical, confident decisions about where technology can add the most value.

Get in touch today to see how Infinity Group can help your business build secure foundations for growth.

