# INFINITY GROUP

# GQM: Transforming IT infrastructure for global operational excellence

01
About GQM_

- Geoquip Marine Services PLC (GQM) is a global marine geotechnical engineering provider, operating across multiple sites and vessels.

- GQM's rapid growth and complex operations required a modern, unified IT approach to strengthen business continuity and ongoing security.

- Infinity Group delivered a seamless IT transformation – modernising servers, centralising management, and enabling global connectivity.

- GQM now benefits from resilient infrastructure, robust disaster recovery, and the ability to scale IT confidently for future growth.
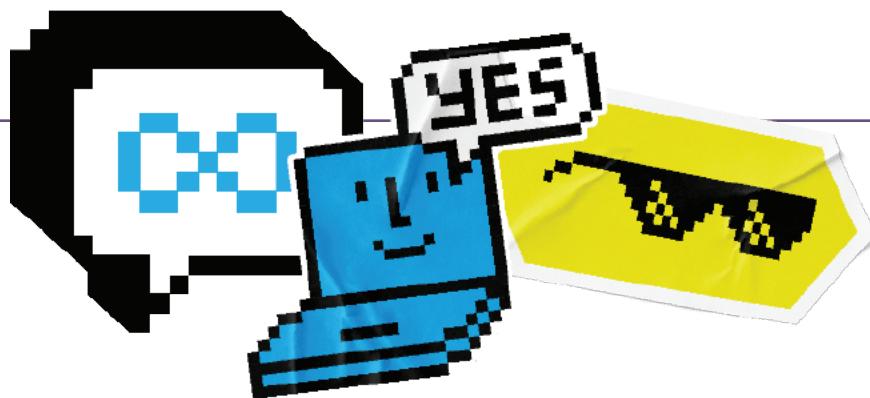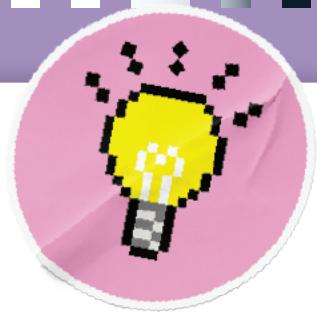
02
The challenge_

GQM's operations span multiple international sites and vessels, each with unique requirements and mission-critical workflows. As a leader in marine geotechnical engineering, GQM's ability to deliver high-quality, reliable services depends on seamless collaboration, secure data management, and resilient infrastructure.

When Simon Tye joined the business as Head of IT, he identified opportunities to strengthen and modernise an existing setup that had evolved rapidly to meet the company's growth. Some of the hardware and systems were reaching the end of their lifecycle, and several sites operated independently. For example, Active Directory synchronisation and centralised management could be improved, and there was room to enhance disaster recovery capabilities.

With GQM's global footprint continuing to expand, a modern, unified approach was essential to support both day-to-day operations and long-term strategic goals – all while maintaining business continuity.

"We've worked on so much this year with Infinity Group. We replaced our infrastructure, introduced an internal service desk, increased our licensing and are securely managing our devices. We've come on leaps and bounds in the last year."

– Simon Tye, Head of IT

03

The solution: A comprehensive IT transformation

To support its ambitious goals and complex operations, GQM partnered with Infinity Group to deliver a comprehensive IT transformation. This was rolled out through a series of carefully managed projects, each designed to address specific challenges and create a resilient, future-ready environment.

Server and infrastructure modernisation:

Infinity Group replaced ageing servers at both the Bristol office and the Bristol laboratory site. The Bristol office received a new server with a full migration of data and services, including domain controller roles and virtual machines. The laboratory site was equipped with a dedicated disaster recovery (DR) server, connected to the main office to ensure business continuity and data resilience.
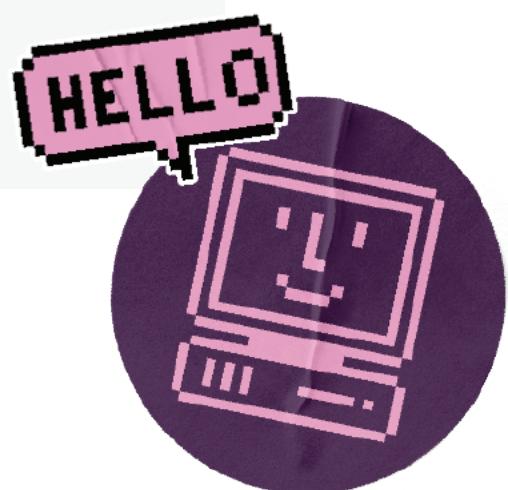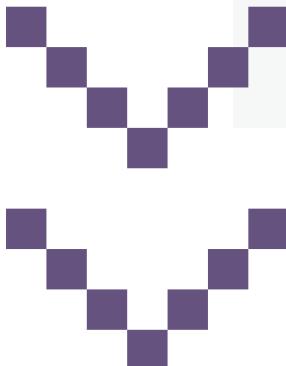
Modern backup and data management:

A new backup solution was implemented for virtual machine backups, ensuring robust protection for critical data. File storage was modernised by migrating data from existing servers to new infrastructure and introducing Azure File Sync. This enabled files to be centrally stored in Azure, with local servers at both sites acting as file caches, essentially creating a server-grade version of OneDrive. This approach ensures that even if both sites were unavailable, all data remains safely stored in Azure and can be quickly restored.

Resolving complex Active Directory issues:
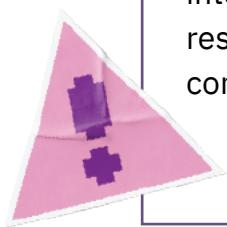
Infinity Group addressed a long-standing challenge with GQM's distributed domain controllers across Switzerland, the UK, and Azure. A previous VPN issue had disrupted synchronisation, creating a delicate situation where any intervention risked downtime. Infinity Group engineered a solution that safely restored synchronisation with minimal risk and zero disruption – resolving a complex problem efficiently and transparently.

Device management and security uplift:

Infinity Group is delivering a Secure Core Enterprise project, migrating all on-premise devices to Entra ID (Azure Active Directory) and deploying advanced security policies through Intune. This ensures consistent, centralised management and up-to-date security across all workstations.y.
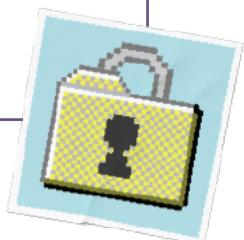
Unifying systems and enabling collaboration:

Previously, GQM's sites and teams managed data locally across multiple systems. Infinity Group consolidated these onto resilient, modern infrastructure, bringing together previously independent operations and enabling seamless collaboration across the organisation.

Continuous improvement and compliance:

Infinity Group continues to support GQM's journey toward Cyber Essentials and Cyber Essentials Plus accreditation, with a phased, iterative delivery model that ensures every improvement is robust and future-proof.
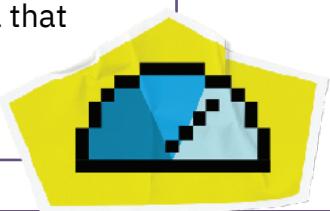
"The experience has been very seamless. There's been almost zero disruption to operations, but performance improvements have given us the healthy infrastructure we need."

– Simon Tye, Head of IT

05
The Infinity Group approach_

From the outset, Infinity Group's approach was based on partnership and alignment. Rather than applying a standard solution, they worked closely with GQM to understand its unique operational landscape, technical requirements, and strategic goals. This ensured that every project complemented the internal IT roadmap already being developed by GQM's team.

Their expertise and proactive support were pivotal in tackling technical challenges efficiently and without disruption. As GQM's internal IT function grew, Infinity Group evolved its role to focus on specialist areas such as cyber security, compliance, and project delivery – providing high-level technical input while empowering GQM's in-house team.

Infinity Group's responsive project management and ability to deliver under tight timeframes were key to success. Their structured, iterative approach allowed for continuous progress and tangible results at every stage.

"Their proposals matched my own designs almost like-for-like, which gave me confidence in their approach. The team is knowledgeable, responsive, and always willing to find solutions – even for our complex, niche requirements."

– Simon Tye, Head of IT

06
Outcomes and benefits_

Through the modernisation of ageing servers and the introduction of a robust new disaster recovery environment, GQM has transitioned smoothly to modern infrastructure with no disruption to operations. This new foundation has reduced risks and inefficiencies associated with expiring technology, providing a stable, high-performance platform for growth.

Business continuity and resilience have been significantly enhanced. With advanced backup and replication, GQM's critical data is securely synchronised and protected across on-premises and cloud environments, fully supporting compliance and recovery readiness.

Centralised IT management has transformed operations. By resolving long-standing synchronisation issues and adopting Microsoft Intune, GQM can now manage users and devices globally from one platform – improving security, collaboration, and efficiency.

The transformation has also enabled GQM to rapidly and confidently scale its IT capabilities. Infinity Group's expertise continues to support strategic initiatives, such as cloud adoption and compliance, ensuring GQM remains agile and future-ready.

I absolutely would recommend Infinity Group. In terms of IT support, infrastructure, and cybersecurity, everything's been stellar. In terms of resilience, it's tenfold what it was when I joined. We've made excellent progress in quite a short space of time."

– Simon Tye, Head of IT

Ready to modernise your IT infrastructure?

Infinity Group's expertise in delivering tailored, scalable solutions can help your organisation overcome legacy challenges and achieve your strategic goals.

Get in touch today to discover how we can level up your IT with our managed services.

INFINITY GROUP

infinitygroup.co.uk

hello@infinitygroup.co.uk

0330 191 1701