

At the heart of operations.

Oxfordshire
manufacturing company
use IT & Communications
to pivot and adapt during
the pandemic.



Background:

Providing parts and components to a base of over 10,000 plus customers within the construction industry, this manufacturing business operates nationally, employing 85 people across 4 sites.

The Challenge:

Like many businesses, with the outbreak of the pandemic the business needed to quickly enable some of its people to work remotely, whilst continuing with on-site production in the factory. Real time, cross company communication became vital, with the need for the entire team to be able to communicate with each other and the supply chain, regardless of location, and access business critical systems and data.

Solution:

It was imperative that the team were able to work remotely as if they were in the office and be able to make and receive calls, access data, collaborate with their colleagues and provide real time information to both customers and the supply chain. Within hours this was established and the business was able to continue as normal, as in the previous 6 months they had implemented a cloud based phone system and adopted a set of collaboration tools which encompassed a soft phone that sits on a laptop, mobile app, video/ audio conferencing, instant messaging and document sharing. As part of the technology refresh, it had also been suggested that to improve the resilience of their connectivity, they upgrade from their 2 x FTTC circuits to a dedicated, full fibre connection. This became invaluable for providing scalability in line with production needs, whilst delivering peace of mind with improved SLAs and a reduced risk of an outage.

“Our business relies heavily of every department and for this to work seamlessly we need technology and communications that works. STL took the time to really understand our somewhat complex model and recommended a solution that could adapt and accommodate our changing business needs.”

IT Director.

