

CASE STUDY...

# Support on tap...



Lanway build IT infrastructure solutions, more importantly we build trusted partnerships with our clients. By listening and sharing ideas, our team of experts can really make a difference and deliver tangible benefits to the organisations we work with. **One such customer is Antler...**

ANTLER FILE



Lanway have provided a first class outsourced service that has increased the level of skills we are able to draw upon and helped us gain more knowledge of the relevant technologies available to our organisation. Outsourcing our IT Management function has enabled our team to spend more time on critical high level business planning and has removed the need for us to run the day to day administration and fix the problems associated with a complex network.

CUSTOMER PROFILE

COMPANY : ANTLER LIMITED  
INDUSTRY : LUGGAGE MARKET  
COUNTRY : UNITED KINGDOM  
FOUNDED : 1920  
EMPLOYEES : 300  
WEBSITE : WWW.ANTLER.CO.UK

THE CHALLENGE

ANTLER WERE LOOKING AT STREAMLINING THEIR BUSINESS. AS PART OF THE PROCESS, ANTLER WERE LOOKING AT OUTSOURCING SERVICES THEY CONSIDERED TO BE "NONE CORE" – SPECIFICALLY THE NETWORK MANAGEMENT. ANTLER HOPED THAT THEY COULD REDUCE COSTS BY OUTSOURCING THEIR NETWORK MANAGEMENT WHILST INCREASING THE LEVELS OF SKILLS AND KNOWLEDGE AVAILABLE TO THEM WHEN THEY NEEDED IT.

LANWAY SOLUTION

LANWAY PUT FORWARD A TOTAL OUTSOURCED MANAGED SERVICES PROPOSAL, WHICH COMPRISED OF PROACTIVE AND REMEDIAL SERVICES AROUND THE CLIENT ESTATE AND THE DATACENTRE. IN ADDITION WE SCHEDULED REGULAR ENGINEER VISITS AS A PREVENTATIVE MEASURE AND TO SHARE KNOWLEDGE AND ADVICE ON FUTUREPROOFING THEIR SYSTEMS.

## ANTLER FILE



## The Background

In 1920 Antler was set up and entered the luggage market with leather covered wardrobe trunks for ocean liners. When the automobile came along, Antler diversified and started to manufacture "motor trunks" which were strapped to the back of the car – both products were hugely successful and established Antler as a major luggage manufacturer. A few years later came another major milestone, when in 1930 Antler launched the first ever lightweight, softtop suitcase, covered in patent leather or the then extremely innovatory 'Rexine' coated cotton fabric. The company relocated in 1962, under the new ownership of the Harrison Sheldon Group, from the original Midlands base, to the current head office site in North Manchester with additional manufacturing sites in Mosley, Littleborough and Exeter that helped cater for the ever increasing demand. At the same time the famous 'Brexton Hampers' joined the product portfolio. Antler lead the field with technological design revolutions with rollercase luggage, radically changing the shape of the suitcases forever.

## The Issues

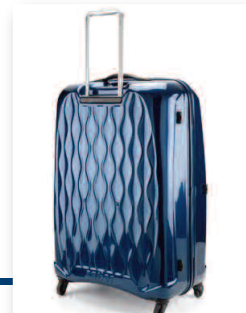
Antler went through an entire business review which led to a restructure in order to streamline the organisation. Antler needed to outsource some of the non core but labour intensive services. One of these roles was the IT Infrastructure maintenance and management. Outsourcing any job function previously performed by "in house" staff can be a risky business and selecting the right supplier was crucial to a successful outsourcing agreement. Any agreements made to take into account the site to site connectivity between offices in Chicago and Shanghai to give a seamless flow of information to all Antler staff.

The outsourcing project was put out to tender so that Antler could gain a wider understanding of solutions available within the market that may match, enhance or exceed their expectations.

## The Results

Lanway proposed the full Network Support package to Antler. This peace of mind service ensures that Antler's internal network functions seamlessly and any faults are discovered proactively and fixed before they cause a disruption to service. The solution also offered cover for operational configuration issues with servers and other network centric products, and hardware fault diagnosis. Lanways Managed Service also offers Antler a host of options and is tailored to fit all of their requirements. This now means that Antler can now concentrate on their day-to-day objectives of growing the business.

The full support proposal includes: "My Portal" extranet, where all current installation project notes; order history plus 'live' current order status can be obtained. In addition the support portal is also available to Antler so that they can log support incidents; view progress made on any outstanding fault calls and view engineering comments and/advice. Through Myportal Antlers servers are remotely monitored and snapshotted daily so that a regular report can be automated to inform key senior managers the current status, utilisation and overall performance of their network. In addition Antler have taken advantage of the technical attendance scheme and an engineer is now on site once every 2 weeks to carry out preventative maintenance of the IT Infrastructure.



## What the client said

Nigel Ainsworth, Business Systems Manager at Antler was extremely impressed with the systems Lanway put in place, "Lanway have spent time understanding our requirements, this was reflected in the detailed proposal which highlighted and addressed the business needs in their entirety.

The cover we now have in place is second to none and the highly

trained staff from Lanway are treated just like our own. All the day to day running of the IT Infrastructure here at Antler is now covered by Lanway 24/7 and the preventative maintenance that they provide, makes sure that our company is covered from any eventualities now and in the future. Lanway go the extra mile in terms of resources and technical attendance and are now seen as an extension of Antler!"