

CASE STUDY...

Clean I.T.



EVANS VANODINE
 INTERNATIONAL
Global Hygiene Solutions

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 Evans Vanodine...**

EVANS VANODINE 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 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 : EVANS VANODINE
 INDUSTRY : JANITORIAL, FOOD PROCESS &
 LIVESTOCK HYGIENE CHEMICALS
 COUNTRY : UNITED KINGDOM
 FOUNDED : 1919
 EMPLOYEES : 140
 WEBSITE : www.evansvanodine.co.uk

THE CHALLENGE

EVANS VANODINE HAD AN AS400 CLIENT BASED CENTRIC SYSTEM THAT RAN AND CONTROLLED THE ORDER SIDE OF THE OPERATION. THE BUSINESS GREW AND NEEDED TO STREAMLINE ITS NETWORKS. THEY PURCHASED A NETWORK SERVER AND PC'S FROM AN EXTERNAL SUPPLIER BUT FOUND THAT THEY WERE SPENDING FAR TOO MUCH OF THEIR TIME ON ITS UPKEEP AND GENERAL MAINTENANCE.

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.

EVANS VANODINE FILE

The Background

Evans Vanodine are a family owned manufacturer of Janitorial, Food Process and Livestock Hygiene Chemicals, based in the North West of England. They supply a wide range of Cleaning Chemicals, Cleaning Materials and Disinfectants to over 70 countries Worldwide and have done since 1919.

Production facilities include stainless steel, polythene and pressurised blending vessels, with capacities of up to 12,000 litres, and filling capabilities from 0.5 to 200 litres. Many packs are filled on automated multihead filling and capping lines.

The Issues

Evans Vanodine had purchased a PC network and server to update their IT infrastructure and bring it more in line with the company's requirements. Whilst this was a much needed addition it also brought with it new problems in how to maintain and keep the system current and resolve any problems that were occurring on a daily basis.

Unfortunately the company that Evans Vanodine purchased the IT system from were lacking in their IT support skills and the company soon found this to be a real problem. Evans Vanodine were getting involved in issues and problems in which they lacked expertise, or had little time to resolve. This was proving to be a drain on their own internal resources and as such a solution needed to be found.

Bringing in an IT manager would have been a costly solution and the company decided to look for alternative ways to solve this problem whilst at the same time keeping costs down to a minimum.

Outsourcing was looked at but Evans Vanodine were cautious about taking this route.



The Results

Anthony Evans, Systems Director explains, "Lanway were brought in to maintain and install new systems and also to be proactive with new technologies but to also educate myself and the rest of the team within the company when new products were launched. Lanway's links to other medium to large businesses also benefit us, if a problem occurs within another company it can be flagged up and corrected even before it arises here. Their knowledge of Microsoft applications is priceless and the cost for us to appoint someone with that amount of experience and know-how would far surpass the annual fee paid for Lanway's services".

Technical attendance was also introduced to Evans Vanodine as an immediate response to ongoing issues. An engineer is now on site once every 2 weeks to carry out preventative maintenance of the IT Infrastructure. "This has proved invaluable to our company and has taken any worries about the technologies away - Lanway are MY I.T. department", explains Anthony.



What the client said

Anthony Evans explained; "The experience of working with Lanway meant that their proposed package was by far the best solution for our requirements. They listened to our issues and gave us many different options that would all suit the needs of the company. We find that Lanway are in it for the 'long haul' as far as working with us and this shows in their ability to deliver the right solutions.

Lanway are a company that live up to their promises, which is refreshing to see. The trust that has built up between us is proving to be a long and lasting one. We are so confident in allowing Lanway to drive our IT needs forward that Lanway now look after all of our IT converged infrastructure - they are a great addition to our team and we are a better company with Lanway on-board".