

ASHFORD HEATING —supplies—

Ashford Heating Supplies Ltd

A benchmark of quality, service and value

Ashford Heating Supplies Ltd is a family run company formed 40 years ago, working in the retail supply sector. Their current customer base includes plumbers, builders, architects, government departments, Heathrow Airport and a variety of local businesses. Their retail customers are key, and AHS prides itself on high levels of repeat business, due to its' competitive pricing policy and retention of experienced, knowledgeable staff. They recognise the need to respond rapidly to the various requirements of their customers and to offer a flexible approach when doing business.

The Project

Ashford Heating Supplies were suffering from an unreliable, restrictive infrastructure. This was based in an unsupported Windows NT platform, unsupported hardware and no remote access to the network. They also didn't have an adequate IT support method covering their operating hours. Too much time was spent fire-fighting problems rather than moving the business forward.

Solution

Solsis installed a new Small Business Server 2003 based network, with a new desktop infrastructure, Cisco hardware VPN and centralised security software. The solution provided an advanced, flexible platform with a low total cost of ownership. When combined with Solsis' Extended Support and pro-active monitoring, Ashford Heating Supplies now has a reliable, supported infrastructure including a fully automated online, offsite backup solution that ensures their critical transactional data is secure. The solution requires minimal management from internal staff allowing them to concentrate on running the business.



Principle Technologies

- Small Business Server 2003
- Extended Support
- Office 2007
- Shared Fax Services
- Managed off-site data backup

Benefits

Ashford Heating Supplies has benefited by less down-time plus increased staff productivity. They comment that their automated backup is very simple and in particular that the electronic faxing is very easy to use.

Tanya Payne at Ashford Heating Supplies comments:

"The new solutions have brought about substantial changes and the pressure on me in particular is definitely reduced – I can now concentrate on completing more productive business critical tasks and not just fire-fighting. Everyone in the business is working better – systems are more reliable, people aren't losing time, the network is faster, printing is vastly improved and the new features such as electronic faxing are a great help."

Why Solsis

"Solsis was recommended by an external IT consultant. We knew they had a reputation for excellent customer service. We were local to them, which was important to us. Their approach was professional and we felt confident in our decision, knowing we had appropriate support. We are confident that we have made the right decision in choosing Solsis."

Tanya Payne, Ashford Heating Supplies

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