



The guarantee of a successful partnership

The Client

Warren Board Sales Ltd are the UK's leading independent cartonboard stockist, offering an unrivalled range of Packaging, Graphical and Point of Sale boards from sheet stock, reel stock and ex mill to customers throughout the UK and Europe.

With over 30 years of trading experience, they have developed an enviable reputation for first class, friendly and reliable service. With an annual turnover of around £15 million, their 30 experienced staff provide a vast selection of products from the top manufacturers.

Warren Board service a range of customers - from carton converters and paper merchants to commercial and general printers, point of sale and display specialists. - accounting for around 300 clients in all.

With a wealth of experience in all aspects of board handling, storage, preparation and packaging, their warehouse team is frequently called upon by customers and suppliers to assist with long and short-term storage, re-packing, pallet inversion and bulk-breakage.

The Journey

Warren Board had used an outsourced technology partner for a number of years, but a combination of key staff leaving and problems with their back up and disaster recovery solution, meant that they were looking out for a new technology partner to work with going forwards.

With some hardware getting on for around 5 years old, Warren Board were looking for a technology refresh. As well as their storage and memory requirements increasing in line with the success of their business, Warren Board have a policy of regularly checking and maintaining their IT setup to ensure it is as secure and efficient as it should be.

In moving their Network forward, they were also seeking to appoint a new technology partner. Having spoken to and interviewed a number of potential candidates for the task, IT Director Phil Richardson identified Tek Response as standing out from the crowd.

"We liked the comfort factor of their technical knowledge. Both Dave Graesser - Managing Director, Tek Response and Kal Banghu - Technical Manager, Tek Response came across very well, and were extremely competent, both in their knowledge of technology as a whole, and also in understanding our requirements within it"

The Challenge

As well as the challenge of installing, upgrading and reconfiguring around 8 servers, Tek Response needed to address the issue of centralised backup and disaster recovery. The back up and redundancy solution "Never Fail", that their previous consultants had installed, wasn't working for them in their environment, and had knocked their confidence in this type of technology.

With a vast amount of experience in this field, Tek Response recommended swapping out to a different solution called "Double Take". Understandably, Richardson was initially sceptical at investing more money into such a solution, particularly having invested in something similar already.



As Tek Response had successfully installed Double Take™ elsewhere on a number of occasions, then made every effort to reassure Warren Board that it was a good move - first of all securing special competitor upgrade pricing for them, and then additionally providing an unprecedented guarantee that if the solution did not work and could not be fixed after 30 days then they would not be required to pay at all. With such a firm guarantee, Tek Response's confidence soon rubbed off on Richardson;

“Tek Response were so confident in their approach towards the Double Take solution, offering us both special pricing and a money back guarantee, that we couldn't help but feel it was the right decision”.

Solution

The Tek Response team came in and upgraded, replaced and installed each of the servers as appropriate - some servers that did not need replacing were simply reconfigured and upgraded.

In line with their policy on upgrades, Tek Response meticulously removed all of the server software and then re-installed and re-configured everything from scratch.

The servers were upgraded from Windows 2000, Exchange 2000 and SQL 2000 to Windows 2003, Exchange 2003 and SQL 2005. At the same time, they upgraded Citrix Metaframe to Citrix Presentation server, and also upgraded and reconfigured their Mail Marshall software.

Warren Board's Web server was rebuilt and reconfigured to host the company's website in house, and Tek Response also worked with other third parties to ensure that the CTI Server was properly set up and that the company's vaccination software was also appropriately reconfigured.

As well as all of this, Tek Response installed Double Take™. Double-Take software uses real-time data replication to reduce the risk involved with a tape-only approach. Double-Take mirrors all the organisations data across two servers meaning that if one fails, the other is able to seamlessly kick in, completely eliminating downtime.

Going forwards, Tek Response also have an agreement to test the Double Take quarterly - on the basis that if it does ever fail, they will fix it for free and not charge for the maintenance.

The Result

With such a large amount to do, the project was implemented in three stages over a total of 14 days. With 30 staff reliant on the network, downtime was always going to be a concern. However - this concern that was soon alleviated by the Tek Response team, and IT Director Richardson, has been delighted with the results;

“We had no problems at all with the implementation - in fact, a very pleasant surprise was Tek Response's willingness to work out of hours. In my experience, similar companies are either reluctant to do this or charge an arm and a leg - not so with Tek Response.

We have been really happy with the results as a whole - no project like this is without its teething problems, but thanks to Tek Response these have all been minimalised, and we have a healthy ongoing relationship, based on the guarantees that they are willing to put around their work and their solutions moving forwards. All in all we are in far better shape for having brought them aboard.”

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