

## Case Study - Axtell Ltd

### Keeping the trade moving in the South of England



Axtell Ltd specialise in a number of site services, particularly delivery of aggregates and concrete to the building industry throughout Southern England. From their Head Office in Godalming, Surrey, Axtell runs a large fleet of grab, tipper, aggregate delivery, concrete mixer and concrete pump trucks and supplies to a wide range of clients, including BBC's Top Gear.

As Axtell grew, it became clear that they would need significant investment in their technology to keep moving forward. They quickly realised that they would need a partner that was capable of servicing their needs.

### The Challenge

Axtell had a number of problems that would affect growth. The servers were ageing and there was very little in terms of cloud computing in their current IT strategy. Overhauling and updating their IT equipment would be complex and expensive – they needed to be sure that it was done correctly. Therefore, the right partner was essential.

*"There were various service and contractual issues with our previous IT partner." Comments David Trickey, Project Manager at Axtell. "There was often a lack of clarity and we knew that if we were going to grow at the rate we planned, it was crucial that we used an IT partner that could be proactive in their approach."*

Axtell chose Tiva as their new partner, and they immediately set to work overhauling Axtell's IT infrastructure.

### The Solution

When Tiva were asked to partner with Axtell to turbocharge their IT capabilities, they immediately put together a comprehensive business plan that experience had shown would work for a company like Axtell. Tiva upgraded their servers, migrated the team to an Office 365 platform and even provided ruggedised handheld devices for Axtell's transport sector.

*"Our business keeps the trade working in the home counties" continues David Trickey. "IT for us is a distraction and we just need it to work. Tiva acts as our outsourced IT department which removes any technical worries and allows us to focus on our core business. The implementation went as smoothly as I could hope for and we quickly saw a stark difference in the levels of professionalism between our old supplier and Tiva."*

At the core of Tiva's service offering is their ongoing, proactive support. Tiva constantly monitors their clients' IT infrastructure searching for signs of fatigue that could have an impact on business continuity down the road. Furthermore, by keeping up-to-date with the latest developments in the technology industry, Tiva is uniquely positioned to provide clients with ever-evolving strategies to make their business run as smoothly as possible.

Tiva knew that for Axtell, technology was a distraction. Whilst it is crucial for the business to continue to serve its customers, it is complex and difficult to get right without significant expertise. As a result, Tiva ensure that through their proactive support, Axtell's IT is as painless as possible. Their data is protected against threats, their servers are constantly monitored to reduce the chances of failure, and new technology is exploited to make Axtell run as efficiently as they can.

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### The Benefits

*"For Axtell, the benefits have been vast." David Trickey comments "Tiva met our needs precisely. With their service, it has never been easier for us to move our company forward. I particularly appreciate how they are constantly evolving and looking for the latest solution to make it easier for us to do business."*

Axtell are now looking to expand on their already impressive growth, confident in the knowledge that their IT issues will be managed by an expert team.

*"For us, IT is a distraction. Our business requires it, but we certainly do not have the expertise internally. In order for us to keep working smoothly, we needed a partner that we could trust. Tiva delivered on that promise and have given us an IT solution that just works. Thanks to them, we can continue our growth with complete confidence that our technology can keep up."*

**David Trickey**  
Project Manager  
Axtell Ltd



### Summary

- **Predictable Costs** – Axtell pay a predictable monthly cost that covers their proactive IT Support.
- **Ever-evolving strategy** – Tiva continue to monitor developments in the technology industry to ensure Axtell get the most from their IT.
- **Security** – Tiva constantly monitor Axtell's IT infrastructure against threats.
- **Reliability** – Proactive support helps to dramatically reduce the risk of downtime by solving issues before they become problems.
- **Communication** – Tiva's support team are accessible all throughout the working week and provide Axtell with a helping hand when problems arise.

**Find Out More**

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