

Case Study - Specialised Welding Products

Providing an extensive range of products to the welding industry - and beyond



Specialised Welding Products is a UK leader in wholesale supply of welding and safety equipment. Founded in 1991, the company has expanded from humble beginnings to now operating from a 2800 sq m office and warehouse complex near Alton. SWP's goal is to provide top quality welding and safety equipment, without compromising on the core beliefs of Quality, Service and Value.

In 2018, SWP expanded further and eventually released their edition 6 Product Catalogue with 488 pages. This period of growth required an IT partner that could support their ambitions with cutting edge IT and systems support.

The Challenge

With a number of remote users, SWP realised that the Remote Desktop Services Hosts that manage their remote access were not configured correctly. In order to speed up the way users accessed internal services remotely, an overhaul of SWP's RDS hosts was required.

"Our system was not up to scratch" comments James Hall, Internal IT Manager at SWP. "We knew we needed to make improvements but we weren't in a position to do those entirely on our own. Speeding up our Internal services would improve quality of service, particularly in our Northern Branch, but we needed a partner to help."

After some searching, SWP settled on Tiva to make the necessary upgrades to their RDS hosts.

The Solution

When Tiva came on board for the RDS project, they got to work immediately. SWP were assigned a Technical Account Manager, who handled the entire project from start to finish. The project was planned and executed within a few weeks, with regular progress updates from the Technical Account Manager to SWP staff.

The RDS hosts were completely rebuilt, which significantly improved quality of service for SWP users. James Hall continues: *"The RDS project paved the way for a future relationship with Tiva. We could see from the way they handled the project that Tiva are a trustworthy company and this led us to commit to more services from them. We now have a full proactive support contract with Tiva."*

Proactive support is Tiva's most popular service, and also the mostly highly regarded. Tiva monitor your core business IT services, constantly searching for signs of fatigue in your system. Regular visits from your personal Technical Account Manager give you a close line of communication with Tiva and the visits allow issues to be resolved before they become downtime-inducing problems.

"Whilst we do have some IT staff, and we recognise that we need IT to conduct our business, we really want to be able to focus on our goal of providing the best welding and safety products to our clients." continues Hall. "To achieve that, we need our IT to work for us, but we also need to avoid having to spend too many hours on it – we need a trustworthy partner that we know has our best interests at heart."



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The Benefits

Explaining how Tiva have helped make his life easier, James Hall continues: *“There is now a faster resolution of issues for the staff. Previously I was having to juggle a number of complex IT tasks and it was eating into my time. I was struggling to cope with the demands of a growing organisation and was desperate for a bit of help – having a Technical Account Manager in place was perfect because it gives me a direct contact I can get in touch with when I need support. I cannot fault the service we have received with Tiva.”*

Thanks to Tiva’s support, SWP have a faster, more secure business IT system. Issues are resolved faster than ever and their Technical Account Manager offers a friendly, personal service that the staff love.

“I would absolutely recommend Tiva to any business looking for help with their IT. It is rare to experience such a personal, people-centric service from an IT provider. Our Technical Account Manager is extremely knowledgeable and attentive to our needs. The projects Tiva have undertaken for us have improved our quality of service and have freed up my time to pursue other projects that will drive the business forward.”

James Hall
Internal IT Manager
Specialised Welding Products



Summary

- **Predictable Costs** – SWP 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 SWP get the most from their IT.
- **Security** – Tiva constantly monitor SWP’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 SWP with a helping hand when problems arise.

Find Out More

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