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Archwood Ltd

CASE STUDY | CONNECTIVITY | BUSINESS MOBILE

The **Background**

Archwood Ltd, based in Chirk, Wrexham, has been crafting high-quality timber products since 1867. As a family-run business, they focus on sustainable timber production, offering products like staircases and balustrades to both major retailers and local joiners.

Archwood encountered significant challenges with their previous connectivity solution, particularly as they prioritised migrating all their software to the cloud. During this migration, it became clear that the increasing demand for reliable internet connectivity required a more robust solution to effectively support their growing and evolving business needs.

The **Challenge**

As Archwood migrated more software to the cloud, their existing connectivity solution struggled to meet the increased demand for reliable internet traffic. Frequent downtime disrupted production, delayed deliveries, and increased operational costs. Slow issue resolution added to these challenges, highlighting the need for a more robust, scalable solution to support future growth.

Operations and Functionality:

The lack of reliable connectivity was affecting day-to-day functionality in manufacturing. Downtime in production meant stock couldn't leave the warehouse, directly impacting revenue. Additionally, resources were often diverted to troubleshoot connectivity issues, rather than focusing on core business activities, adding unnecessary operational costs.
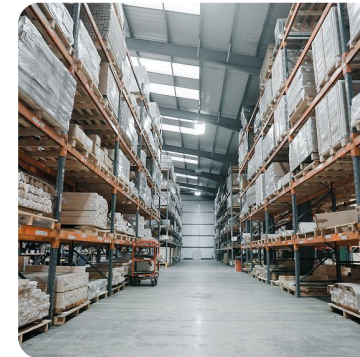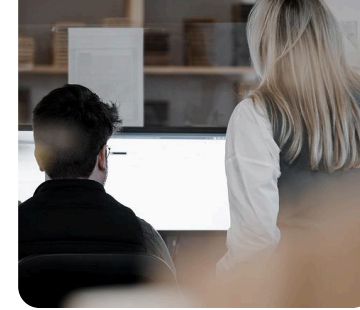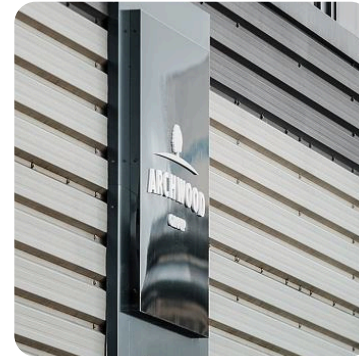
Cost Implications:

The impact of downtime on manufacturing was significant, leading to lost revenue opportunities. Operational inefficiencies, coupled with lengthy troubleshooting, drove up costs, creating a financial burden on the business.

The **Challenge**

Scalability and Future Needs:

Archwood needed a solution that could not only address their current connectivity issues but also scale with their future growth. The company's increasing reliance on cloud-based systems meant their connectivity needed to be both robust and adaptable to current and future demands.

This challenge required a connectivity partner who could provide a reliable, long-term solution that would scale with Archwood's evolving business needs.

Business Mobile Network:

In addition to connectivity challenges, staff frequently experienced network issues with their business mobiles while on the fleet or in the warehouse, due to limitations with their previous provider.

The **Solution**

To address these challenges, Archwood partnered with us to implement a reliable, scalable leased line connectivity solution with failover. This upgrade minimised downtime, eliminated bottlenecks, and reduced operational disruptions.

Operational Efficiency and Cost Savings:
The new solution reduced downtime, allowing Archwood to meet delivery deadlines and improve overall production efficiency. Faster issue resolution and expert support from our team helped optimise resources and lower operational costs.

Scalability for Future Growth:
The upgraded connectivity infrastructure was designed to scale with Archwood's business as they continue to grow. The solution's high availability and increased bandwidth ensure they can handle the growing demands of their cloud-based systems and future projects.
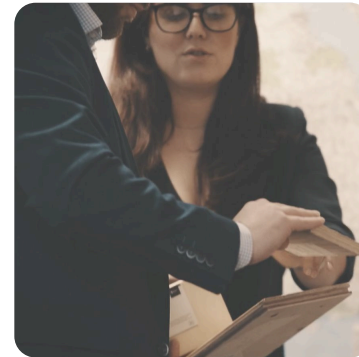
Business Mobile Network:
We conducted an in-depth search to identify the best coverage options for each employee. Thanks to the dedicated support from their account manager, Archwood was able to secure a reliable network provider that not only ensured strong connections but also offered a tailored, cost-effective data plan for the entire team.

The **Results**

Through our consultative approach and expertise, we helped Archwood build a robust infrastructure, leveraging our IT solutions from our sister company Netcentrix, to support their digital transformation.

Resilient Connectivity: Implementing a leased line with increased bandwidth and firewall, supported by Netcentrix, provided Archwood with a reliable, uninterrupted connection. Since the migration, their platforms have experienced zero downtime, ensuring smooth and consistent operations.

Flexibility: Their new connectivity solution offers future flexibility, making it easier to integrate new technologies or onboard additional projects without disruption.

Improved Operational Efficiency: With upgraded connectivity, better mobile data, and enhanced security, the Archwood team can work faster and more efficiently. They've eliminated the bottlenecks of their previous solution, transitioning to a smoother, more streamlined process backed by the robust support and capacity of their leased line.

The **Results**

By prioritising customer satisfaction and efficiency, Archwood achieved a seamless transition and now has the flexibility to easily scale with the business's growth.

Elite Group and Netcentrix Partnership:
By combining our expertise in connectivity, business mobiles and Netcentrix's IT infrastructure, we provide a fully integrated support system. Consolidating services under one provider allows for streamlined troubleshooting and efficient issue resolution, ensuring Archwood's IT manager can focus on strategic projects rather than daily technical challenges. With our teams working in unison, Archwood benefits from proactive, responsive support that saves both time and money.

*"*One of the main reasons I recommend Elite Group is their commitment to delivering world-class customer experiences and innovative digital transformation solutions. Their team truly takes the time to understand our unique needs and provides tailored solutions that drive innovation and excellence. *"*

HAYLEY SCARRATT | FINANCE & IT DIRECTOR | ARCHWOOD LTD

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