

# Baileys Horse Feeds Case Study:

A partnership for better technology and connectivity



**“As our existing IT support provider, TechWyse understood our business, systems and challenges and delivered a solution that was perfectly tailored to our needs. As always they were professional, responsive, and supportive throughout the project. We would always highly recommend them to anyone who needs support and advice for their business.”**

R. Knowles

Baileys Horse Feeds

## Background

Baileys Horse Feeds is a family-owned business that produces high-quality animal feed for the UK market. They operate a large factory site in Essex, where they process raw materials, mix formulas, and package products. The factory site has multiple buildings, machines, and systems that need to communicate and coordinate with each other.

## The Challenge

The team at Baileys Horse Feeds were facing several challenges with their existing technology and connectivity, such as:

- Hardware and software that required upgrading
- Poor network coverage and bandwidth
- Lack of visibility and control over business processes

These challenges had begun to affect Baileys Horse Feeds’s productivity, quality, and customer satisfaction.

They turned to their trusted IT support partner, TechWyse, who worked with them to come up with a plan to modernise their technology and connectivity.

## The Solution

Baileys Horse Feeds met with their TechWyse account manager to conduct a thorough assessment of Baileys Horse Feeds’s factory site and worked with them to identify the areas that needed improvement. They proposed a comprehensive plan that included:

- Replacing old hardware with new, high-performance, and secure devices.
- Installing a wireless mesh network that covered the entire factory site and provided fast, reliable, and seamless connectivity.
- Providing training and support for the Baileys Horse Feeds staff on how to use the new technology and connectivity.
- Continuing to provide the Baileys Horse feeds team with quality IT support to monitor and maintain this new infrastructure.

### **The Results**

We already had a good relationship with Baileys Horse Feeds, having supported them with their IT requirements for a number of years. It was very important to us that we gave them the best advice and solutions as they moved forward with this project.

The solution that TechWyse provided for Baileys Horse Feeds resulted in significant improvements and benefits for the company, such as:

- Increased productivity and efficiency, as the new technology and connectivity enabled faster and smoother operations and communication.
- Improved quality and consistency, as the new data platform enabled better monitoring and control of the factory processes and performance.
- Enhanced customer satisfaction, as the new technology and connectivity enabled faster and more accurate delivery and service.
- Reduced costs and risks, as the new technology and connectivity reduced errors, downtime, and maintenance.

We look forward to working with Baileys Horse Feeds on further projects and continuing to support them with all their day to day IT needs.

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**‘We were very happy with the solutions provided by TechWyse. Highly recommend.’**

R. Knowles, Baileys Horse Feeds

**Get in touch to find out  
how we can support  
your business:**

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