



## INDUSTRY

### Logistics

## RESULTS

With the full deployment of Co-Managed IT Support and a new ticketing system, Kammac experienced faster response and resolution times for service tickets, while the 24/7 support ensured uninterrupted business operations.

## KEY PRODUCT

Remote and onsite Support, Managed IT Support, Remote Monitoring and Management (RMM) tools.

## FEEDBACK

“Since partnering on Co-Managed IT Support, we’ve seen a real improvement in how IT issues are handled across the business. The integration of RMM and our branded client portal has empowered our team while giving us the reassurance of 24/7 expert support when needed.”

## CHALLENGE

Following its acquisition by the Elanders Group, Kammac required additional IT support to manage a high volume of service tickets, provide round-the-clock assistance across all operations, and develop a long-term strategy for cloud migration and digital transformation.



## KAMMAC'S STORY

Kammac is a leading **warehousing and logistics provider**, established in **1982**. In **2023**, the company was acquired by the **Elanders Group**, a global supply chain management firm, further strengthening its operational capabilities. With **438 employees**, across **14 sites nationwide**.

# KAMMAC

[kammac.com](http://kammac.com)



Following its acquisition by the Elanders Group in 2023, Kammac required additional IT support while maintaining a lean in-house IT team.



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## THE CHALLENGE

Following its acquisition by the Elanders Group in 2023, Kammac required additional IT support while maintaining a lean in-house IT team. To ensure a seamless transition and continued operational efficiency, the company needed:

- Support in managing a high volume of service tickets.
- A fast and reliable response & resolution time for IT issues.
- A 24/7 IT support service to assist employees across all operations.
- A strategy for future cloud migration and digital transformation.



We achieved a 99.0% SLA, closed 2,479 tickets, and maintained an average resolution time of just 1 hour, demonstrating our commitment to fast, reliable support. These results reflect our proactive approach, responsive service desk, and focus on resolving issues quickly to minimise disruption and keep our customers' businesses running smoothly.

## THE SOLUTION

- Full deployment of Managed IT Support, providing 24/7 IT assistance.
- Implementation of a ticketing system, ensuring efficient ticket management.
- Integration of RMM, allowing automated maintenance and remote troubleshooting.
- Provision of a branded client portal, enabling Kammac's IT team to track and manage tickets in real time.
- Effective collaboration between Kammac's IT team and MCS Group for seamless communication and issue resolution.

## THE RESULTS

### Improved Ticket Management

IT support tickets are now handled efficiently with faster response and resolution times.

### Successful Deployment of RMM & Client Portal

Allowing for proactive monitoring and self-service capabilities.

### 24/7 IT Support for All Users

Ensuring business continuity with round-the-clock assistance.

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