



# Case Study

Ceetak

A large commercial airplane is shown from a low-angle perspective, flying directly towards the viewer over a runway. The sun is low on the horizon, creating a bright, golden glow that illuminates the scene. The sky is filled with soft, orange and yellow clouds. The runway is visible in the foreground, with white dashed lines leading towards the plane. The overall mood is one of power and precision.

## Who are Ceetak?

Ceetak Ltd is a leading UK designer and supplier of engineered sealing solutions and heat-sealing solutions globally. They design and manufacture products for critical applications across all industries including Oil & Gas, Automotive and Life Sciences & Medical.

With over 65 employees they have two locations in Bedford; and one in Aberdeen to service offshore customers.

Our Vision is to be the supplier of choice for engineered sealing solutions within challenging and critical applications

# The Ceetak challenge

Ceetak had been a long term IT Support client of EBS-IT which Digital Origin acquired in October 2019. Telephony and Mobile contracts were sourced separately from different providers.

With the arrival of the global pandemic, Ceetak had to quickly re-evaluate their IT and telephony to allow staff to work from home effectively and efficiently. Digital Origin supported Ceetak in embracing the latest technology to meet future business needs in a fast moving and ever-changing environment.

As we emerge from the pandemic, at Head office, Ceetak are investing in ergonomically designed offices, working with Digital Origin to provide up to date modern technology.



# How was this achieved?

Digital Origin consulted with the Directors to fully understand the business objectives and strategy, this was followed by collaborative working session to create a fully bespoke solution to meet exactly with both Ceetak's commercial and technical aspirations.

- IT – Comms Room upgrade including re-siting and re-patching server cabinet
- Enhanced SLA structure with Hybrid cloud roadmap
- Connectivity – Takeover of fibre leased line and services migrated, fully managed with improved speeds.
- Telephony – Fully upgraded to hosted PBX negating SIP trunk requirement. Roll-out of new deskphones, headsets and soft clients on PCs and smartphones, fully managed and installed.
- Mobile – Migration of EE lines and takeover of O2 to wholesale, project managed across multiple sites.

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The coronavirus pandemic and resultant restrictions has put our business to the test. We were identified as a critical supplier by many of our customers very early on, and as part of our operations review needed to ensure our supporting technology would fit with our future requirements. As we were also in the process of modernising our working environment it was important that this was under-pinned by robust communication tools. Digital Origin have been very thorough and helped us transform and centralise everything. It definitely feels like a proper partnership not a supplier relationship. //

**Andy Cleaver - Managing Director**





## What was achieved?

The net effect is that Ceetak now has all of their technology and communications fully managed and supported by a proven technical partner which will future proof their business.

The solution is flexible both in structure and commercials, as such it works with the business as it changes and faces in to the challenges it has set for itself.

Other notable benefits include significant savings and financial waste reduction, enhanced billing and reduction of internal administrative burden.

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We always felt well supported by EBS-IT from an IT perspective. Now that Digital Origin have embraced the original EBS ethos and also provided the extra telecoms expertise it made sense to bring it all together to create one point of contact. ”

**Sue Baron - Financial Director**