

HARVEY & BROCKLESS
the fine food co

wavex

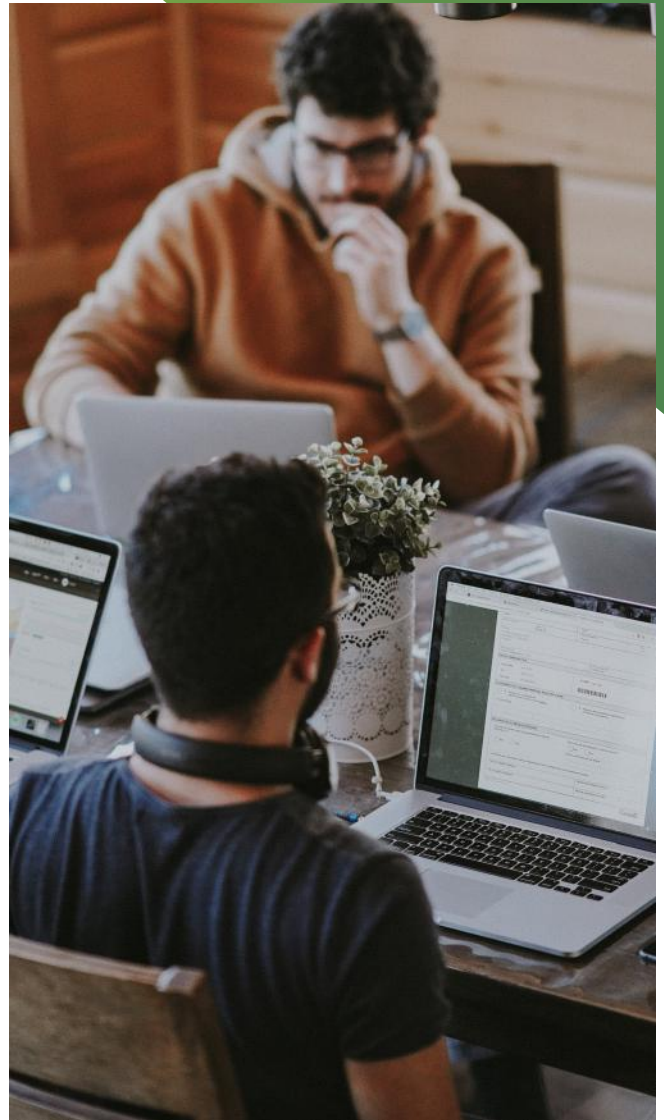
Achieving international scale and high performance in a competitive industry



Wavex partners with Harvey & Brockless, streamlining IT operations and enhancing connectivity

When your products have a limited shelf-life, time quite literally means money. As such, in the food industry, moving fast is critical. Wavex understood this from the outset and worked closely with Harvey & Brockless to refresh their LAN infrastructure with minimal disruptions to their operations.

The benefits were notable, enabling Harvey and Brockless to run their business at the optimum point of performance and deliver greater value to their customers.



The Business

Harvey & Brockless (H&B) are an established producer and distributor of speciality foods with a presence throughout the UK and a site in the UAE. If you have bought a sandwich from a leading high-street coffee chain, then you've probably enjoyed the quality of a Harvey & Brockless produce. They run a 24/7 operation from their headquarters in London as well as distribution centres in Worcester and manufacturing site in Evesham. They employ over 350 staff members.

H&B's customer base is varied including airlines, high end independent restaurants and high street restaurant chains, train companies, and hotels across the country. From their premises in UAE they supply national flag carrier airlines and 5* hotels in and around the region.

The Challenges



H&B is a complex business with complex requirements, which needed an IT service provider who could meet their high standards whilst supporting their strategic growth plans. Having a frictionless relationship was of the utmost importance and so they needed an IT service provider who valued collaboration and could work closely with their in-house IT team to ensure that they continued to operate like a well-oiled machine 24 hours a day, 7 days a week.

Additionally, the H&B LAN infrastructure at their London head office required refreshing without causing disruption to their 24/7 working practices. The production and distribution departments could provide a downtime window of 2-3 hours after midnight on a Saturday for the transfer to a new core switch stack. If there was a longer period of downtime it would be necessary for more staff to process orders and couriers to be employed to deliver the backlog of orders. This could result in an increase in costs and raise the risk of reduced profitability for the period.

The Choice

Wavex had a track record of excelling across a range of critical areas, from innovation to automation and service delivery, however what made them truly stand out was their willingness to understand how unique Harvey & Brockless' business is and their ability to seamlessly align with the internal IT team to create greater efficiencies.

From the outset, Wavex recognised the need for accurate, up-to-date IT performance dashboards to ensure that Harvey & Brockless delivered on their commitment to provide exceptional service at all times whilst expanding their business into new markets and new product lines.

Introducing APEX® Life-Signs, a proactive infrastructure monitoring platform designed by Wavex, provided H&B with unparalleled levels of insight by monitoring network availability and bandwidth usage, as well as various other network parameters such as quality of service, memory load, and CPU

usage. The availability of live-readings and periodical usage trends empowered faster decision-making and enabled efficiency optimisation.

Wavex's Professional Services team approached H&B's LAN infrastructure refresh by working closely with the department heads for Production, Distribution and Operations and designing a low-risk project plan to install, and configuring the new switches during normal working hours with a phased go-live process stretched over several weekends, to minimise any disruption for H&B staff and customers.

Roll-back plans and infrastructure was created to further minimise the risk of downtime, with Life-Signs continually assessing the stability of the H&B environment to provide any early indications of errors. The internal IT team at H&B immediately appreciated the deep insights, improved visibility and simplified management gained through Life-Signs.



Wavex had the personal touch that we were looking for because we were moving from something old and out-of-date to a new infrastructure.

Working with Wavex is more of a joint venture. Having Wavex as our managed service provider means that we're partners and we both have to work to make the partnership work. They know what we need, we talk regularly, we go through plans and they make sure the plans come to fruition.

Stella Coudjoe,
Financial Controller, H&B



The Experience

Prior to each weekend of implementation H&B and Wavex met to agree and test plans including roll-back procedures for each area of the building affected by the work.

Manufacturing and distribution departments at H&B adjusted their processes for 4 consecutive weekends to allow for Wavex's engineers to change over the pre-configured switches and test before going live.



The personal touch is what differentiates Wavex from other companies. Wavex made us feel that they are part of our company. My users can call Wavex and speak to IT professionals as if they were working in-house. That is what makes Wavex different from other competitors.

Stella Coudjoe,
Financial Controller, H&B

The Results

The refresh was delivered on time and within budget and H&B did not experience any unexpected downtime affecting processing or delivering their orders to customers. The LAN was updated to provide a fully redundant LAN infrastructure to eliminate single points of failure that now protects H&B against hardware failures which previously would have resulted in significant loss of revenue. The same planning and process was used for their other 24/7 sites in Evesham and Worcester with equal success.

H&B and Wavex's close-knit partnership has continued to drive efficiencies since 2010 with Wavex's certified engineers at hand 24/7 and backed by the power of innovative technology, delivering exceptional responsiveness and accountability.



Our business is different and unique and Wavex have learned what we do, what we need and what is critical for us. And that's why our partnership works.

We would recommend Wavex to other companies because the personal touch that Wavex brings to managing your IT function is key. Yes, everybody can complete the technical aspect of what you want but it's the fact that they took the time to understand our business and know what is critical to us that adds additional value.

Stella Coudjoe,
Financial Controller, H&B

If you'd like to know more about our services please get in touch:



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