

CASESTUDY

H Greaves & Son

Switching IT Support Services

Introduction

H Greaves & Son may seem like a run of the mill butchers from the outside of their shop in Up Holland but behind the scenes they are a huge manufacturer of quality meats. They supply their products to many of the North West's leading restaurants, hotels and catering establishments.

What H Greaves needed was a reliable IT service provider who was available 24/7 and they weren't getting that from their previous service provider.

“ Previously I was dealing with our IT problems, it felt like I was constantly on the phone to our previous IT service provider, trying to sort out our issues.

Since we've been with FTS we hardly have any problems and if we do they are minor and sorted out within minutes.

The huge difference is that FTS **listen** to us, it's definitely a **partnership**.

Julie, Office Manager



Established in the 1930's by Harry Greaves, H. Greaves & Son are one of the North West leading suppliers of high quality meat and meat products to both the wholesale trade and retail customers.

Over the years the business has continued to expand and now supplies top quality meats to many of the North West's leading restaurants, hotels and catering establishments including such places as, Stanley House, The Inn at Whitewell, Eaves Hall and Mitton Hall to name but a few.

www.hgreaves.co.uk

The set up

H Greaves & Son employ a team of butchers who prepare the meat orders from 2am, ready for the 20 delivery vans who deliver produce every morning across the North West.

The manufacturing process within H Greaves relies heavily upon IT. For example, they have electronic scales that weigh the product, matches it up with the customer order, prints out the label and adds it to the customers account for invoicing purposes. If anything goes wrong with the IT systems then it impacts the whole process and orders are delayed.

This is why reliability and the 24/7 support was high up on the priority list for H Greaves.

The team at FTS, carried out an audit of the systems, identified what systems they currently had and provided some recommendations.

For example, the PC linked up to the electronic scales was a basic windows PC that was eight years old. This was slow and was continuously breaking down causing a lot of frustration and delays for the business. The team at FTS immediately made recommendations to fix this by installing a more reliable, adequate device to match the needs of the business.

The retrieval of data was also extremely slow, the team at FTS carried out the relevant tests and again, implemented the solutions.

Christmas is the busiest period where the IT systems are under immense pressure, last Christmas the systems didn't fail once and performed with no problems at all.

Although H Greaves & Son is an established business, it's also a growing business. This is where the FTS technology roadmap is invaluable for H Greaves. It clearly shows a pro-active plan for renewal and expansion.

“We signed up with FTS in July 2020 and since then our business systems have never ran smoother. We haven't had to call the 24/7 number in over 12 months and that's down to the pro-active way in which FTS work. It's been a great business decision for us to switch from our old IT service provider and to be honest, we haven't looked back.”

Robert Greaves, Managing Director

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