



CASE STUDY

# Archwood Ltd

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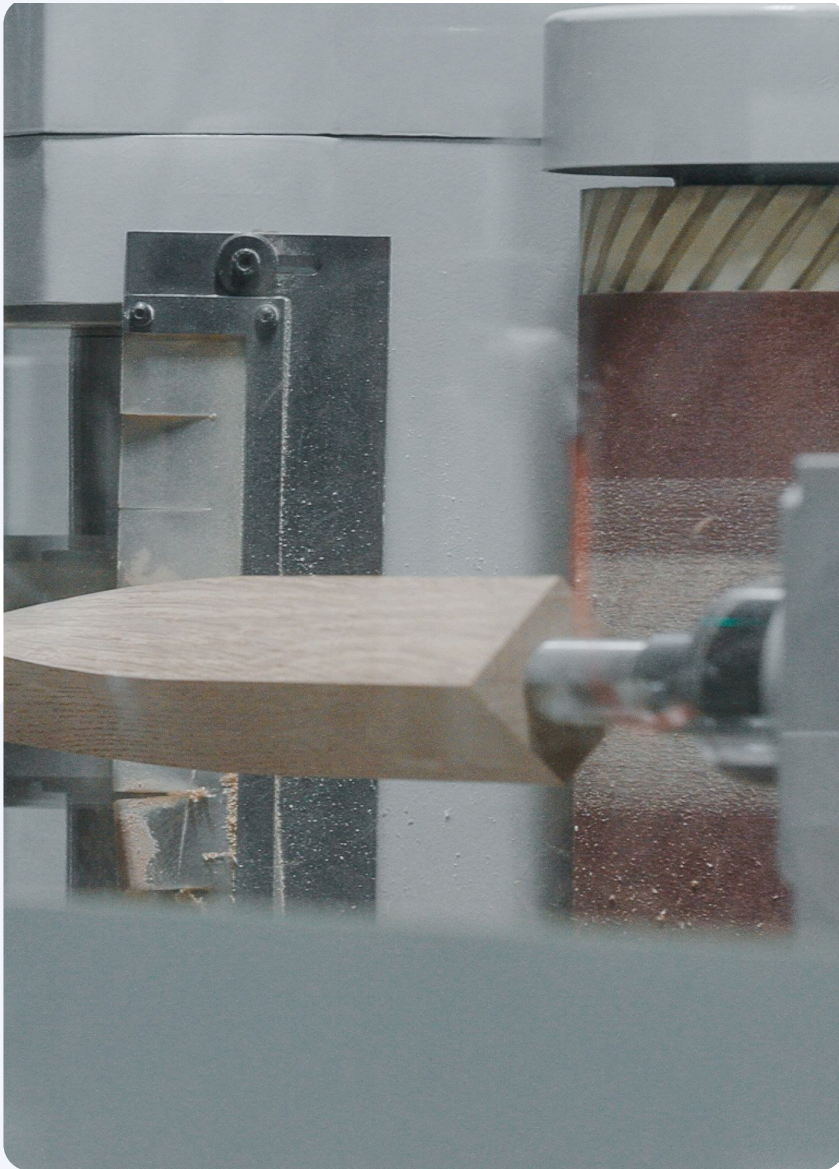
# The Background

Archwood Group, based in Chirk, Wrexham, is a family run business, dedicated to sustainable and responsible timber production, offering a wide range of products, including staircases and balustrades. Their customers range from larger high street retailers to local self employed joiners, who may be fitting stairs.

Before their digital transformation, Archwood faced significant challenges with their IT infrastructure. The company was operating on a 40-year-old ERP system with multiple bolt-on services, many of which were provided by different vendors.

Archwood sought to partner with a single provider that could offer a more integrated, secure, and efficient solution. They chose us to help bring their infrastructure up to speed.





## The Challenge

Their disjointed setup made it difficult and time-consuming to manage and troubleshoot issues, as services were not integrated and required communication between multiple providers.

The company's software was spread across various outdated Microsoft versions, and most services, like email, files, and backups, were on legacy on-site servers. With no centralised support system and multiple providers for different services, troubleshooting became long-winded, causing unnecessary delays and frustrations for employees and impacting overall business operations.

# The Solution

In December 2023, Archwood embarked on a significant digital transformation by migrating to a modern ERP system. This upgrade was just the beginning of their efforts to overhaul the entire IT infrastructure.

We partnered with our sister company, Elite Group, to streamline Archwood's connectivity by consolidating multiple suppliers and various lines into a single leased-line solution with a secure firewall. This allowed us to provide a comprehensive managed service, assuming responsibility for the entire solution.

We also facilitated the expanded use of Microsoft programme such as CoPilot and Planner. This holistic service model has been instrumental in streamlining Archwood's operations and enhancing productivity.



# The Results

Our solutions not only improved Archwood's operations but also allowed access to a knowledgeable partner for proactive, reliable support.

By migrating to the cloud Archwood noticeably strengthened their infrastructure, enhancing security and efficiency. By adopting the new Microsoft suite, they improved collaboration and streamlined workflows across the business.

Along with faster internet speeds provided by our partner Elite Group and improved system performance, including warehouse scanners, Archwood has been able to serve customers more quickly. Their IT Manager, Wade, now spends less time addressing technical issues and can focus on strategic projects to further integrate and enhance the company's infrastructure for long-term growth.

***“The support levels we received from Elite previously stood out among our other support partners. After engaging with a number of vendors, we chose to partner with their sister company, Netcentrix, because they understood our needs, offered the best solutions, and provided a cost saving.”***

Hayley Scarratt | Director of Finance & IT | Archwood Ltd





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