



Ermin plant were looking to upgrade their main ERP system and IT infrastructure and had a number of suppliers looking after their IT and communications. They were looking to consolidate this to a single provider that could deliver and manage the solution for them. They also required a business continuity solution to keep the business operational in the event of any unforeseen business disruption.



Operating since 1966 we pride ourselves in our service and with over 50 years of experience in the industry we are well placed to offer you the very best advice. We have depots in Gloucester, Cheltenham, Stroud, Cirencester, Worcester and Ross-on-Wye.

## Challenge

- Migration of ERP system from on premise legacy systems to Cloud based solution.
- Existing network connections had restricted capacity and limited scalability to deliver the required connectivity for a cloud based solution.
- On site legacy phone systems that were not integrated between branches and head office resulting in poor communications.

## Solution

- Deployment a hosted telephony solution to integrate all sites together under one centrally managed system.
- Installation of high speed internet connections at all sites to improve access to key business systems.
- Datto solution for cloud based back up and business continuity solution.
- Supply and management of business mobile contract with mobile device management.

## Result

- Improvement in customer service as enquiries can easily be transferred anywhere within the business without customers having to redial with hosted telephony solution
- High Speed Internet connections deliver fast reliable access to key business systems. Further to this they support the Datto Business continuity solution and the delivery of Hosted telephony.
- By dealing with a single supplier they have reduced costs in a number of areas and streamlined their business processes.