



“ EBC GROUP ARE OUR FIRST CHOICE. FROM AN IT PERSPECTIVE WE HAVE GONE FROM BEING A COMPLETE IT ILLITERATE COMPANY, TO CUTTING EDGE

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-CHRIS AKERS, MANAGING DIRECTOR WHEELS DIVISION AT TITAN EUROPE PLC

## EBC GROUP TRANSFORM DATED INFRASTRUCTURE WITH STATE-OF-THE-ART IT, TELEPHONY AND PRINT SYSTEMS

### BACKGROUND

Titan Europe Plc are a global manufacturer of wheels, tyres and undercarriage solutions. Based on an old site, that is very spread-out and made up of a collection of dated buildings meant that over time the business had accumulated a number of different PC's and printers, each with their own costly requirements.

Thick Walls throughout the site made simple IT jobs such as cabling difficult, in addition to Wi-Fi signals being unable to penetrate the walls. Titan Europe Plc required a number of solutions and a provider that would be able to address their print, telephony and IT requirements.



#### CHALLENGES

- Disorganised print environment
- Existing IT was failing to keep up with the demands of the business
- Inflexible and antiquated telephone system made it difficult to link between sites



#### SOLUTION

- Brand new Multi-functional print devices
- Modern SIP trunking replaced dated ISDN lines
- Fully managed IT solution, including co-location



#### BENEFITS

- Cost controlled and efficient print environment
- Greater connection between sites, including free calls to sister sites
- Wi-Fi solution allows for remote access across the site

# CASE STUDY SUMMARY



## THE PROBLEM

When EBC Group first met with Titan Europe Plc, the business was struggling to maintain a disjointed and messy print environment. Each room housed their own individual printers that required various toners and paper, making the overall process costly and inefficient.

From further discussions, EBC Group also found that Titan were running an antiquated telephone system via traditional ISDN lines, which were expensive and inflexible. Despite employing a capable internal IT team, the huge site with multiple offices and warehouses made it difficult to manage the old analogue technology, cabling and equipment. Linking between, and connecting these sites was a real challenge, in addition to the consumer level Wi-Fi which meant remote access was not possible.

## THE APPROACH

- Titan Europe Plc were looking for a partner that would provide a consultative approach and a vision for the future. After a full audit EBC Group made recommendations and the steps for achieving it.
- As a total solutions provider they were able to create a bespoke solution including a range of technology from managed print to managed IT, telephony and Wi-Fi.
- The first step was to remove all of old printers and replace these with a smaller number of multi-functional devices, as part of a managed print service.
- EBC Group replaced the old analogue line with a leased line, replacing ISDN lines with modern SIP trunking to provide VoIP telephony.
- A fully managed IT infrastructure was installed, providing co-location to EBC Group's private data centre, with a hybrid cloud solution providing on-site and off-site support.
- EBC Group provided business-grade wireless which gave full seamless roaming across the entire site with both private and guest access.

## THE SOLUTION

- Titan Europe Plc have received a range of benefits which have improved both efficiency and lowered operational costs.
- Consolidation of print devices and the introduction of a managed print service has significantly lowered both maintenance and consumable costs.
- Their new telephony system has made savings across their communications, with the bridged network enabling free calls to other sister sites, including overseas.
- Employees are now able to connect remotely to the network, even when abroad which has significantly reduced mobile phone bills.
- Their new Wi-Fi solution means they have remote access to the internet across the entire site. Titan Europe PLC have since been able to develop an in-house application and provide their engineers with electronic devices and scanners that link to their back office system. This has removed the need for time consuming paperwork and improved up-time and maintenance of machinery.



"We have worked with EBC Group for over 25 years, with the first part of that relationship providing us with one centralised managed print service that gave us a really good cost effective solution and a much easier to manage service.

The discussions broadened to what they could do from an IT perspective into putting in the Swyx internet phone systems, which is a revelation, allowing us to really tailor the phone system to each individual and every desk. We have direct dial to all of our sister companies across the globe and have saved a significant amount of money. EBC Group really are our central IT hub, all of our IT, servers and data are backed-up and stored with them, and they have also helped us put in a large Wi-Fi system.

We have gone from being a complete IT illiterate company, to quite cutting edge from an IT perspective. EBC Group are our first choice and are the first people we go to when we have any IT problems. We have had a very good learning experience with EBC Group, and very good partnership with them, and are looking forward to all of the clever things they come up with in the future."

CHRIS AKERS, MANAGING DIRECTOR WHEELS DIVISION AT TITAN EUROPE PLC