



## Providing reliable IT support for an operation that runs 24/7/365

**Services:** Managed IT Services

**Sector:** Logistics

**Location:** Slough, Berkshire

**Website:** [www.fullers-logistics.com](http://www.fullers-logistics.com)

### About Fullers Logistics

For over 50 years, Fullers Logistics has been providing scalable end-to-end, integrated storage, handling and distribution services to Blue Chip and SMEs across the UK and Europe. Trusted by clients across a range of sectors, Fullers provides a comprehensive range of services from multiple sites in the Thames Valley including dedicated and multi-user warehousing, contract pick and pack, cross dock and transshipment.

The sites are ideally suited to handle multi-channel distribution from specialist e-commerce fulfilment through to retail and wholesale distribution. In addition, Fullers offers a comprehensive range of transport services which caters for national and international ambient temperature controlled full truck load requirements plus next day UK wide palletised distribution.

With a passion for quality that transcends the business, Fullers has built a formidable reputation as a dynamic and agile logistics supplier that continually adapts and invests to improve processes and drive efficiency for each and every customer.

### The need: A reliable IT partner

Trusted by Blue Chip clients and SMEs alike, Fullers Logistics has been providing end-to-end multi-channel fulfilment and distribution services to customers across the Thames Valley for over 50 years.

The nature of this business means that Fullers run a 24/7 operation so that they can maintain their formidable reputation as a dynamic and agile logistics supplier. It is critical that their IT systems run seamlessly 365 days of the year.

Tony explains the importance of having a reliable IT support partner,

**“We continually review, adapt and invest to improve processes and drive efficiency and accuracy for every customer, no matter how big or small. SDT has taken full ownership of our entire network and resolve any issues that come to its attention. This provides us with complete peace of mind and allows us to concentrate on the operational challenges that our clients face on a daily basis.”**

## The process: Delivering IT support

SDT is a long-standing IT support provider to Fullers, having worked with the company since 2002. The IT infrastructure is managed at a granular level which means that the solution is resilient and provides Fullers with multiple levels of network redundancy. Tony says,

**“SDT is an extension of our own team and a trusted adviser charged with providing the right solution to us at the right cost. The helpdesk service they provide is extremely comprehensive. We can pick up the phone to SDT at any time of day and have confidence that any issues we are facing will be addressed and resolved quickly, even outside of standard business hours.”**

After an incident is flagged, SDT log details of the problem internally and ensure that Fullers are provided with regular progress reports until the issue has been fully resolved. Andrew Wayman, Managing Director at SDT explains, “We make it our business to know our customers’ business and will provide consultation and advice on anything that would have an impact on their IT infrastructure. Regardless of the level of support that we are contracted to supply, we can help take away the worry, frustration and considerable cost of managing an IT environment. It is our mission to effectively monitor an entire network and protect our clients from any unwanted downtime.”

The proactive monitoring policy SDT enforce will alert them to potential problems like viruses and intrusions on the network, email server problems,

operating system updates or issues, low disk space, backup failures and even website availability. SDT also provides a voice over IP (VoIP) telephone system. As well as offering per second billing to dramatically reduce call costs, VoIP can also improve productivity by combining and simplifying communications tools. Tony comments,

**“We have complete confidence in SDT’s ability to understand the IP telephony marketplace and they also understand the unique needs of our business so that the solution deployed generates exceptional value for our business”**

## The result: IT support that meets business needs

Fullers Logistics now benefit from a high availability solution for all their sites across the UK.

Tony Dempsey, Divisional Managing Director at Fullers Logistics concludes,

**“The key outcome from our long-standing relationship with SDT is the reliability they provide so that we do not have to worry. The service is provided at a fair price with many value-added services that ensure we have the right solution to satisfy all our IT business requirements. If we have a problem SDT will take full ownership until it is fixed.”**



**Supporting business goals, focused on customer experience**

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