

Managed IT Service Saves Nichols Plc £80K per Year and Supports Proactive, Intelligence-Led Business Strategy

Leading soft drinks supplier sees cost and security benefits of managed IT services from security consultancy Network Defence

13 September, 2006 – Nichols Plc, a leading global manufacturer of soft drinks and beverage systems with products including the Vimto brand, has streamlined its IT operations and improved network security by opting for a complete managed service solution from security consultancy Network Defence.

The multi-million pound drinks manufacturer, which has operations across the world and employs 150 people in the UK, has witnessed a number of commercial and business benefits as a result of the managed service solution, including cost savings of £80,000 per annum, round-the-clock monitoring of critical business applications and the ability to focus on delivering proactive IT solutions and business intelligence-led strategy.

Network Defence delivers complete managed service and network support at the group's Warrington headquarters and its eight regional offices. This involves monitoring the availability of all supported network and security devices, such as firewalls and routers, monitoring for device failures, tracking the performance of critical applications, and managing support services and third-party suppliers in order to minimise downtime and optimise business efficiency.

Nichols previously managed its IT network in-house, which was both costly and labour-intensive, and tied up a significant amount of IT resource. As a result of the move to managed service, Nichols have also been able to complete a number of key internal IT projects with the help of Network Defence, including a server migration and major network changes.

In addition to significant cost-effectiveness and the advantage of having a dedicated and highly-trained IT support centre, a core benefit of the managed service solution is that it has freed up valuable in-house IT resources, enabling staff to take a more proactive and strategic approach to IT services.

As a result, IT staff have been able to develop valuable reporting and analysis tools, delivering detailed sector reports and business intelligence for board-level decision-making. This strategic approach ensures Nichols make the best use of the data stored across its network, helping it to make rapid business decisions and remain a leading player in the competitive soft drinks sector.

Martin Eaves, IT Service Manager at Nichols said, “We’ve witnessed a number of core benefits as a result of the managed service solution from Network Defence. In addition to considerable cost savings, we have the reassurance that our network and company assets are protected, and that a depth of IT expertise is on hand whenever we need it.

“For the IT department, silence is golden - it means the network is doing its job, supporting everyone within Nichols and letting them focus on business priorities. This in turn has enabled us to focus on delivering real added value to the company, freeing up internal IT resources to deliver the business intelligence needed to ensure we retain our leading position in the sector.”

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About Network Defence

Based in the North West, Network Defence is a leading IT and Data security consultancy that works with a range of companies in different markets to improve overall IT security and business efficiency saving time and money. www.networkdefence.com