



CASE STUDY

Martin Moore & Company

As they say themselves at Martin Moore & Company “we are proud of our craftsmanship, the quality of our materials, our unflinching attention to the smallest technical or aesthetic detail”

Add to this a customer service ethic that runs top to bottom and you have quite an operation.

With such attention to the product, and a traditional approach to quality, it is perhaps, however, not so surprising that Martin Moore have not sought to operate at the cutting edge of IT.

When Mark Pollitt, formerly a designer with the company, took on the mantle of IT Manager, he set about reviewing their IT strategy and existing technology.

CENTRALISATION FIRST

This first move was to centralise the storage and back up of designs that until then had been handled by each workshop. A definite advance, but the big weak spot in the process was how it still involved manual intervention and physical tapes.

Any failure in the process or damage to the tape could mean the loss of bespoke customer designs. In the worst case scenario, this would set back a job by several weeks, with consequent impact on customer satisfaction and very quickly, revenue.

The need to ‘find a better way’ was obvious, which was when Mark brought in SICL to help scope out a solution that would also bring in some additional benefits.

The Issue:

- Multiple sites, each with slightly different ways of working
- Business critical data backed up with an unreliable, manual process
- Current processes highly dependent upon individuals and thus vulnerable at times of intense work pressure or simply during holidays

OUTSOURCED BACK-UP

The solution proposed was to implement SICL Safe - an off-site back up solution for that most precious of commodities: data.

“IT ISN’T JUST MORE RELIABLE, IT’S FASTER”

As Mark points out: “the data we are most concerned about are the designs of the kitchens themselves.

“THE THING IS, IT ISN’T JUST MORE RELIABLE, IT’S FASTER AND IT SAVES PEOPLE FROM A CHORE THAT TAKES THEM AWAY FROM THEIR MAIN JOB. IT HAS PROVED TO BE A POPULAR MOVE. WHEN WE ADDED IT UP, I THINK WE ESTIMATED JUST SHY OF 10 DAYS LOST TO THE TAPE BACK UP ROUTINE. ALL NOW SAVED.”

Each one is unique; if we lost it, we would set ourselves back weeks, plus annoy the customer and that’s the last thing we want to do”

Through the SICL Safe product, Martin Moore now have an automated back up system, that does not rely upon manual intervention for its integrity. It also operates as an archive of all designs in the business, allowing for much quicker retrieval of previous work.

BUSINESS CONTINUITY

Mark explained how the move had significantly reduced the risks that the company was managing. “From my perspective in the middle, it also lets me reassure the board that should any nightmare scenarios happen, such as a fire on one site, we could be up and running very quickly, transferring the relevant



customer jobs to another site without issue”

One of the hidden benefits of the system, not part of the original scope, was the lack of hardware to renew or upgrade. As the solution is effectively cloud based, it is able to scale with the business naturally as it grows. There are no bottlenecks to business growth created by a lack of hardware capability – a real financial advantage.

SICL prides itself on helping its customers to adopt any new technology in a smooth and painless manner, so in making the move from a tape to cloud based system, SICL made sure that all knowledge was made available to Mark and his team.

“SICL IS VERY COST EFFECTIVE, DUE TO AGENTLESS, INTELLIGENT DATA MANAGEMENT TECHNOLOGY AND A USAGE-BASED PRICING MODEL. WE REQUIRED A STORAGE SOLUTION THAT GAVE HIGH PERFORMANCE, WAS SCALABLE, RELIABLE AND EFFICIENT. SICL SAFE HAS PROVIDED ALL THAT AND MORE.”

Mark Pollitt, IT Manager,
Martin Moore & Company

IMPACT

Martin Moore & Company now have a state of the art back up system that now covers individual devices as well as the main servers.

They have transitioned to a simpler licensing model and saved money in the process. Most importantly, everyone involved has more time to concentrate on what they do best – producing exceptional kitchens.

Martin Moore is a bespoke kitchen manufacturer and designer. A family company dedicated to producing only the finest hand-made kitchens, they have built a solid reputation since 1975.

MARTIN MOORE & COMPANY
Classic English Furniture

SICL is an award-winning technology company specialising in IT service and solutions; on-premise, in the cloud and hybrid. Using its expertise, experience and accreditations, SICL helps organisations design, deploy and deliver IT services aligned to strategic aims.

From ‘datacentre to desktop’ SICL provides project and support services tailored to individual customer requirement delivering technical excellence with exceptional customer service.

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