

CASE STUDY

Acorn Industrial Services

Acorn Industrial Services Limited are a leading, national, industrial equipment supplier of high quality engineering and maintenance products. Distributing from their centre in Rotherham, the company holds over 40,000 stocked items in outlets dispersed across the UK.

THE OVERVIEW

From technical help on product selection, right through to the on-time supply of an order, Acorn boasts a 99% on-time delivery rate and accurate product picking record alongside various accreditations.

Determined to deliver new and innovative products, they knew that they needed to adopt new technologies to ensure apt levels of security were protecting their network security data.

THE CHALLENGE

Acorn had past purchased some Fortinet network security equipment and although it was already in place and configured to a basic level, the Acorn team knew there were much more capabilities within and they just weren't getting the most out of the equipment. With no pro-active support from their incumbent provider, Acorn knew that they needed to enlist the help of professional product specialists to provide a fully managed pro-active level of support. Furthermore, Acorn required further education on what the range of Fortinet products could add to the company's ICT strategy.

Not only did they need help configuring the kit, but Acorn also wanted to train their staff and work with a partner that would assist the overall management of their IT foundations. Eager to streamline their suppliers in the future, they needed an end-to-end solution so turned to GCI for advice.

On consultation, GCI Business Development Manager James Wood discovered that Acorn were running BT Secure Services at branch level which brought to light further issues as this was an end of life product. The company was about to lose support from their provider without a new upgrade available and as a result would have been left exposed to viruses and threats.

Taking everything into consideration GCI offered a solution, and as an approved Fortinet provider, Acorn trusted our team would finish the work to the high standards they desired.

THE SOLUTION

Due to remaining long term contract commitments with Acorn's existing internet and data connection providers, GCI needed to approach this solution in a different manner to a typical managed WAN deployment. Therefore GCI placed separate kit at every branch and configured the equipment at head office to ensure it all worked in collaboration. In conjunction with including failover for added resilience, GCI were conscious that come renewal, Acorn may want to centralise their network security, as well as connectivity to streamline the Wide Area Network. The GCI team therefore ensured that the system could be easily redesigned at a later date to save on costs and future proof all services.

Once the agreement was made, GCI's engineers proceeded to re-configure the existing Fortinet equipment at head office, removing the legacy Secure Services at branch level and replacing with

brand new Cisco and Fortinet networking and security devices. The distribution of the new solution required detailed project management and careful coordination by GCI operations departments due to the involvement of other third party suppliers in other aspects of the network.

Even in relatively unusual circumstances, GCI used initiative to deliver a streamlined and scalable WAN environment to suit Acorn's requirements at current but also with the future in mind. With GCI now managing more complex equipment changes and up skilling Acorn's own IT Manager to manage lower level day to day changes, the perfect combined solution has been reached to work well for all parties. GCI and Acorn have a strong working relationship, and we look forward to doing much more work with them in the future.

THE BENEFITS

- Managed IT support
- Lasting security solution
- An intelligent redesign
- Hardware updates
- Streamlined processes
- Trusted partner

"After one meeting, it was obvious that we made the right decision in getting GCI involved. They clearly knew what they were talking about, with practical suggestions and everything fitted on time and within budget. We're getting the support we need.

In the future we are looking to have one point of contact for all of our network security and telecommunications and GCI seemed like the obvious choice. After getting little support from our previous provider we needed to make sure we had a partner and not just a supplier, and GCI had the accreditations to back that."

Jarrod Chapman
IT Manager

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