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FORKWAY GROUP

Forkway Group

Managed IT Services and Cyber Security Success Story

Background

With over 50 years' experience in the industry, Forkway Group are a forklift truck, pallet truck and materials handling specialists. They were a founding member of the Fork Lift Truck Association (FLTA) and have always strived to lead the way in technological developments in the forklift industry.

During their lifetime they have seen continued growth, with 3 bases situated near London, Leeds and Southampton. DCS were introduced to Forkway in 2011 when it was identified that their legacy systems were holding them back from reaching their full potential. They realised that effective communication and integration between these three sites was crucial if their operations were to run smoothly and efficiently.

Key challenges

— Strong ambitions and potential to grow the business were often hindered by inefficient legacy systems
— Poor methods of communication between the three sites
— Little flexibility to cater for mobile and remote workers
— High levels of expenditure on hardware
— No safeguarding against cyber security threats

Requirements

— Legacy system was unable to access Sage 200 ERP
— Modern ERP system that would adapt to their growing business requirements
— Improve the slow IDSN connection between 3 sites – running at a rate of 128 kbps
— Update legacy systems to help eliminate security cyberattacks
— Improve ability to evolve and upgrade their IT infrastructure and hardware over time
— Integrate systems in order to collaborate and share business data to improve decision making

Solution

— Sage 200 ERP Financial and Commercial modules replace a legacy Linux system called Uniquip
— Protean Field Management Software
— Migration to Microsoft Exchange environment for better collaboration
— Virtualised servers to enable remote working
— Fast broadband connections to replace slow ISDN links
— Sonicwall Secure Next Generation Firewalls providing 'one' network across 3 geographic locations
— VPN link for travelling users to have 'at the office' functionality
— Arcserve Unified Data Protection comprehensive data protection back-up solution
— Kaspersky Advanced Endpoint Protection, protecting all PCs and servers

Results:

● **Significantly improved** inter-site performance and productivity resulting from modern communications, improved bandwidth and remote desktop technology

● **Enhanced perimeter security** using a Sonicwall Next Generation Firewall technology helping to protect against viruses, malware and ransomware

● **Virtualised server implementation** provided an agile platform allowing for business expansion and simplified software upgrades alongside improved backups and data resilience

● **A Return on Investment** in excess of £7,000 per year compared to the legacy IT provider

● **Simplified and consolidated hardware**, resulting in a lower capital expenditure, compared with replacing like-for-like on replacement servers

● **Back up solution** that allowed for periodic image backups to be taken to an on premise NAS

"The legacy system presented a number of issues for the business and our future plans. DCS were able to quickly understand our challenges and develop a solution to enable us to make the changes needed to support our growth plans.

We now have IT security of a very high standard and thanks to the integration of Sage 200 with Protean we have improved visibility of how our business is performing and are able to plan more effectively for the future.

I feel more than comfortable using DCS and would have no problem in recommending them to anyone. I look forward to many more years working with them as our company develops further."

Terry Page, IT Manager

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For more information about DCS managed IT services and cyber security or Sage 200Cloud contact
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