



*“CMS have provided a solution which leaves the IT department to concentrate on projects in-house without being constantly interrupted by the stores. The solution has also enabled us to offer our stores 24/7 support which we could not do previously.”*

## Summary

### Client

Julian Charles

### Industry

Retail

### Size

190 stores

### Internal IT Team

3

### Support

Service Desk, 7 days per week,  
06:00 to 22:00

### Since

2016

**JULIAN  
CHARLES**  
SINCE 1947

## The Client

Julian Charles' story began 70 years ago when Julian Greibach, father to Charles, opened his first Lancashire-based textile business in 1947. By the mid-1980s the Company, then named Rectella, had become one of the largest manufacturers of home textiles in the UK.

Over the past 70 years, Julian Charles have evolved from a manufacturer of ready-made curtains to a multi-channel retailer with over 190 stores across the UK.

## Initial Requirements

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Julian Charles previously carried out all IT Support internally, however, they realised that the internal IT teams time was of more value to the business being spent working on projects and driving the business forwards. Additionally, there was a need to provide wider support hours to the nationwide stores.

The stores demand a fast response/fix rate as many only have a single till, so any downtime affects their ability to take payments.

## CMS Solution

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CMS were selected as the preferred partner to provide IT support, via our Service Desk, to all 190 locations throughout the UK. This allows all stores both telephone and email support through their full opening hours, 7 days a week. As part of this, CMS also manage all IT support tickets relating to 3<sup>rd</sup> parties, meaning that the employees of Julian Charles have a single point of contact for all IT issues, and can pass the issue to us and then get back to servicing their customers, without getting caught up in lengthy discussions with 3<sup>rd</sup> parties.

## Feedback

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**Alison Burney, Business Analyst at Julian Charles**

### **Would you recommend CMS Group?**

“Definitely they are a very friendly family run business which offers the personal touch.”

### **How would you describe the CMS Support offering?**

“Good value for money.”

### **How do you think CMS compares to previous providers?**

“N/A.”

### **How has using our support been so far?**

“CMS have provided a solution which leaves the IT department to concentrate on projects in-house without being constantly interrupted by the stores. The solution has also enabled us to offer our stores 24/7 support which we could not do previously.”

### **How do you find the communication with CMS?**

“Communication has been very good there were a few teething troubles at first however these have been totally resolved. The issues were really down to educating our stores on the new process of working with a 3rd party supplier rather than in-house support which we had.”

### **What results have you seen?**

“Confidence in the stores knowing they can always call on someone if they have any issues. Fewer calls as stores learn from CMS how to sort issues out themselves.”

### **Can you describe why you were looking to change, and why you chose CMS?**

“We didn’t change but chose CMS as they were offering exactly the support we needed at a highly competitive price.”

### **How has CMS’s product benefitted you and your team?**

“We get far fewer interruptions during working hours and particularly at weekends.”