



“In my opinion, it has gone better than we could have expected for what was a large and complex project. This reflects the professionalism and pre-planning/testing conducted by the CMS Team.”

Summary

Client

E+R

Industry

Engineering

Size

180 employees - Global presence

Internal IT Team

1

Key Technologies Deployed

Full systems refresh, Veeam, Meraki, Exclaimer, Mimecast, DUO, Automate, etc.

Support

Fully Managed IT Support

Since

2015



The Client

E+R, based in Lancashire, is a global equipment engineering Company with a number of overseas operations.

Working with clients on complex technical requirements, innovation is at the core of the Company's activities by creating new enabling technologies or refining processes to enhance capabilities and productivity.

The Company offers a turnkey solution with capabilities in design, manufacturing, assembly, and commissioning. E+R's products are exported all over the world.

Initial Requirements

E+R contacted CMS Group with the remit of reviewing the existing IT Infrastructure & IT Support; complicated by the fact that the IT Infrastructure had been less of a focus over recent years, creating layers of challenges. As for Support, they had switched between multiple IT MSPs in short succession, so needed a real partner.

CMS Solution

E+R selected CMS in part due to the detailed and considered approach we put forward. CMS invested time in understanding their business, how future business may affect their IT and end users, and the root cause of the issues that existed and delivered a project plan that addressed these issues. Over the years, we have developed a great relationship with E+R, acting as their IT department, strategic consultation, overcoming challenges which they had struggled to previously, and redesigning their environment helping them be better suited for productivity and to handle the global growth that their business is seeing.

Feedback

Andrew McLaughlin, Group Finance Director at E+R

Would you recommend CMS Group?

“We would recommend CMS. CMS is a key business partner. Over the years our relationship has developed as CMS continue to display professionalism, proactive thinking and a consistent high level of service.”

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

“When I joined E+R, it was immediately evident to me that the IT support provider was reactive, slow to respond, and poor value for money. Having used CMS some years earlier, I invited them to tender for the contract and we immediately recognised that they could provide improved support and service.”

How would you describe the CMS Support offering?

“A comprehensive, professional and robust service.”

How do you think CMS compares to previous providers?

“A great improvement.”

How do you find the communication with CMS?

“The availability of the team is very good at different levels within the organisation. Communication is clear and concise, and they understood that we are not “techies”.”

How do you find CMS Groups strategic consultation?

“CMS have assisted E+R to develop our IT strategy advising on improved solutions and new technologies which will support the overall goals of the Company.”

What results have you seen?

“We have made significant improvements in our IT infrastructure through investment in new and improving technology. Working with our internal team, CMS have supported this activity and we have a much more robust solution today.”

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

“Our team has great confidence in CMS and were very happy to make the transition from the existing support provider and have seen the benefits of that change.”

Is there anything else you would like to say?

“We are very satisfied with CMS and see them as a long-term strategic partner of the business.”