



# Atherton Material Handling Ltd

## ● Nature of Business

Specialists in the Design, Manufacture & Installation of Conveyor Systems, Rollers & Drums

## ● Key Challenges

- No Internal IT Resource
- Ageing Server Hardware
- Accumulated Existing IT Issues
- No Offsite Backup
- Problematic Structured Cabling

## ● Solution

- Fully Managed IT Service
- 24/7 System Monitoring
- Design & Supply of New Server
- IT Audit & Remediation
- Fully Managed Cloud Backup
- Re-design & Install of Structured Cabling

## ● Business Benefits

- Cost Effective
- IT Efficiency
- Acquired IT Expertise
- Increase Productivity
- Peace of Mind

## ● Contact Details

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## ● Company Overview

Atherton Material Handling Limited based in Retford, Nottinghamshire are Conveyors specialists, with expertise on the design, manufacture and installation of Conveyor Systems and manufacture of bespoke Drums. They have three main divisions, each with their own specialities and focus: Atherton Mining and Quarrying, Atherton Recycling Solutions and Atherton Conveyor Belts, Drums, Rollers and Spares.

They specialise in Conveyor Systems, Conveyor Belts Sales (new and second hand) and manufacture of bespoke Drums and Rollers, they offer a Consultancy & Advisory Services, CAD Design and Manufacture of New Systems or Redesigning Conveyor Systems, Refurbish/Maintain existing Conveyor Systems, Vulcanising / Belt repair service, Mechanical Spare part sales, Engineering and Mechanical Site Work. Belt Reeling Machine Hire.

## ● Key Challenges

AMH had an ageing Server as well as ageing IT systems, a list of accumulated historical IT issues that had been un-resolved, a problematic structured cabling system that ran across walls, under desks and hadn't been terminated properly, no offsite back or disaster recovery system was in place and no internal IT resource or in-house expertise.

## ● Solution

Holistic IT performed a full IT audit to report, then fixed all existing infrastructure issues. Then deployed a fully outsourced proactive monitored IT support contract, with 9 to 5 helpdesk, 24/7 system monitoring and proactive remediation. We designed and implemented a replacement server to meet the company's requirements to run business critical applications. As well as delivering an offsite cloud backup solution for peace of mind. In addition, we took over the Microsoft Office 365 management including service delivery.

## ● Business Benefits

An overall effective and efficient IT system managed by a team of IT experts negating the need for higher expensive of in-house resource. 24/7 peace of mind for critical service monitoring, along with proactive helpdesk 9-5 on call to maintain system up time. All critical systems back up on site and offsite should the worse happen giving a full end to end Disaster Recovery process meeting industry standard. Access to IT experts to assist with planning and strategy for any IT requirements or recommendations for AMH to continue with their planned growth. All allowing AMH to concentrate on running their business rather than dealing with IT issues.

## ● Customer Reference

*"Holistic IT offer us a full managed service and we trust them to do so. Holistic IT is the first Company that has given us full confidence that we are safe, backed-up, protected and managed. They manage our IT and network as though they are an internal department. They always give immediate assistance when we have an issue. They offer a friendly service. They go over and above by helping with all types of issues. They are pro-active They know what they are doing and do what they promise."*

Karen Atherton - Director of Operations