



Information. Technology. Better.

## Achieving maximum IT impact with minimum cost and disruption

**“IT is a fundamental part of our business. We could not have achieved what we have without outsourcing such a specialist function, which allows us to get on with doing what we do best. The benefits of outsourcing certainly outweigh the cost.”** Helen Thomas, Managing Director of Westons Cider

### Client

Westons Cider

### Profile

Westons Cider was established in 1880 in the Herefordshire village of Much Marcle and continues to make traditional English cider in the way people want cider to taste. It has developed an extensive range of ciders and perries, all skillfully crafted by a Master Cider Maker to age-old recipes, including sparkling, still, oak-conditioned, vintage and organic.

Westons Cider currently employs more than 170 people, produces over 30 different ciders and perries, sells approximately 46 million pints a year and has a turnover of over £35 million.

### Issue

Support for the IT within the business was from individuals whose primary role was non-IT based, with external resources used when necessary. This resulted in a lot of time being spent on IT tasks rather than the primary role the individuals were employed for. Also with ambitious growth plans, Westons identified the need for on-going development of the IT systems and infrastructure.



### Solved

We undertook an IT audit at Westons which highlighted problems with the existing infrastructure. It utilised a variety of operating systems and some out-dated hardware. As with most businesses, Westons had found it difficult to match the latest software with the high specification hardware necessary to enable the systems to operate at peak efficiency.

To help Westons develop new applications and avoid the high costs associated with significant upgrades, we delivered matched hardware and software, with the initial costs underwritten by us. We carried out all the required installation over a single weekend, to minimise disruption to production.

We help Westons at all levels of the business, including server and desktop hardware and software with on-site and remote support with 24 hour remote monitoring. Owing to their full time production cycle we also provide an extended hours helpdesk facility, project management and consultancy advice. There is no restriction on how much of these services Westons use and we also freely provide bespoke and general user training as and when they need it as part of the overall contract.

We have worked with Westons for many years to help them improve key areas of the business where IT is a core function. They have developed a new state-of-the-art bottling plant, constructed new offices and revised their stock control procedures to minimise the impact of human error.