

CASE STUDY



Sunflex
THE HOME OF WINDOW DECORATION

**'TRANSFORMING SUNFLEX'S
INFRASTRUCTURE'**

ABOUT SUNFLEX >>>

When it comes to making a house a home, the small touches make all the difference. Sunflex, a leading supplier of pre-packaged curtain track, poles, blinds and accessories, help us add those finishing elements to our interiors. With over 40 years' experience in the industry, Sunflex supply well known UK outlets and retail groups including Dunelm, John Lewis and Homebase. Picking and packing orders in their warehouse in Cannock, the Sunflex team work to fill our homes with creative and dynamic solutions.



THE CHALLENGE >>>

THE CHALLENGE THAT SUNFLEX FACED

Sunflex were experiencing issues with their IT infrastructure. Without a flexible and stable solution, Sunflex were struggling to run IFS Applications™. Without a secure infrastructure the Sunflex team felt that they were leaving themselves at risk. Severe performance issues caused by the system database going offline during critical periods meant that costs were increasing due to adding extra resilience to the IT platform, and the level of service was suffering. This unexpected downtime was impacting the output from their warehouse and hindering customer satisfaction. In attempts to solve their ongoing issues, management found their personal lives impacted, dealing with out of hours calls and the growing requirement for extra support around the clock.

THE SOLUTION >>>

HOW CEDAR BAY MET THE CHALLENGE

Considering their challenges, Sunflex approached Cedar Bay to help them develop a secure platform to ensure a high level of customer satisfaction was achieved. The project focused on improving the stability, flexibility and the level of service that Sunflex was able to offer. Working together with Sunflex, the Cedar Bay team were able to ensure that all levels of the project reflected the needs of the company.

With a detailed cost analysis to underpin which solution provided the best technical and financial outcomes, the creation of technology matrix to layout the overall project plan, and a detailed business matrix to highlight costs, service levels and delivery, Sunflex were able to see their new solution form. Through Reverse Engineering, transforming Sunflex's infrastructure from an entire hosted solution, to a modern and flexible hybrid solution, provided the company with the flexible and scalable solution which they required. In order to alleviate the pressure on management, our team created a complete support package. To simplify their support, Sunflex now have an entire solution which is supported through a single service desk. This support package covers everything

from IFS Applications, through to all the required assistance with infrastructure including email, security, servers, backup and network. Sunflex's support also includes a 24/7 proactive monitoring of Oracle, to ensure that their ERP system database is running at optimum performance, to ensure for the ultimate customer experience.



THE RESULTS & THE FUTURE >>>

THE RESULTS

With their customers at the heart of what they do, it was vital that Sunflex experienced no business downtime during the migration. During the transition employees and customers remained unaffected, allowing for output and service levels to be maintained. Our team ensured all aspects of the migration were tested several times before go-live which helped to ensure for a smooth transition.

The total project was delivered against the initial project scope ensuring a coordinated delivery and full reporting to board level management.

Sunflex have seen a massive improvement in the stability of their infrastructure, enabling management to “get life back” with no out of hours calls or service disruption. With improved service levels and a suite of support services, the Sunflex team now feel that they can be flexible with their requirements and scale their solution as their business changes. They have also

seen an improved performance of legacy systems and IFS Applications, with the help of our team’s technical expertise and support. Sunflex now have a secure IT infrastructure to assist them in continuing to provide excellent customer service.



THE FUTURE

With their ongoing support and services, Sunflex are driving innovation throughout all aspects of their business. Now equipped with a stable platform that can support the company, they are now in a position where technology acts as an assistant to their development of new ideas and growth. Sunflex are excited for what the future holds now that they have the power of a secure and flexible IT infrastructure to help them on their journey.

How can we help you?

Contact us!

e-mail: marketing@cedar-bay.com

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