



“Concorde impressed us so much we didn’t hire another IT manager”

SINGLETONS CASE STUDY

THE TECH SPEC

Name: Grandma Singletons  
Industry: Manufacturing  
Number of users: 85

OUR SOLUTION

- Hardware: 1 x NetApp E2824 2 x HP Proliant Server Upgrade 6(6 x 1TB Drivers) 1 x 48 port Gigabit switch, 1 x UPS Horizon hosted phone system
- Software: MS Server Operating System licenses for 8 servers 40 x MS Server CALs, 1 x Exchange Server license, 40 x Exchange Server CLAs
- 2 x SQL Server Core Mode Licenses, 3 x Remote Desktop Server CALs, 1 x VMWare Essentials Plus, 1 x Veeam Backup Essentials Enterprise Plus

BACKGROUND

Grandma Singletons is a family-run success story. From humble beginnings in a shed on a Lancashire dairy farm, Singletons Dairy Ltd was formed in 1934 and grew steadily into a worldwide cheese exporter.

Now Grandma Singletons – in homage to Dullia Singleton, who started it all off after gradating from the County Council Dairy School in the 1920s – the company supplies hand-crafted cheeses to clients including Sainsbury’s in the UK, Woolworths in Australia and Trader Joes in the US. They have been awarded the Queen’s Award for Export twice.



CHALLENGES

Grandma Singletons may still make their cheese using Dullia’s special three-day curd recipe, which has been handed down through the generations of the family, but modern technology is vital to the success of the business these days. As global exporters, their staff are constantly on the move and need reliable IT systems in order to be able to share information and respond quickly to queries from customers and the press.

*“Our problem came to light in the early part of 2017 when we had a change in IT manager,” explains Managing Director Gary Johnson. “I was asking the new incumbent about our server and he said basically that there was nothing there.*

*“Everything was so out of date, we were regularly getting email outages and the back up systems weren’t working so if anything went down, we were at risk of losing everything. We’d worked with Concorde Technology Group for a while and they’re well known in our business network, so I gave them a call and explained what was going on.”*

## SOLUTIONS

The first thing Concorde did was arrange a site visit, enabling Technical Account Manager David Hall and Group Head of Professional Services Carl McDade to perform an audit of Grandma Singletons' current systems. A solution was then proposed that involved utilizing a shared storage platform to enhance performance and storage capacity, with the existing physical server upgraded and rebuilt to act as a new onsite back-up. Additional security was suggested via further back-up to Concorde's OnCloud environment.

*"We opted for the bells and whistles Gold package," Gary explains. "We liked the security of having new virtual servers, an onsite back-up and having everything backed up securely in the Cloud. It took about four to six weeks from informing Concorde of our choice to them installing the new server and migrating the systems across. They did the majority of the work out of hours to keep disruption to a minimum."*

"Grandma Singletons is a really impressive firm. They export to 30 countries from the dairy in Preston but their IT systems were in a perilous state. There was no resilience and no room for error at all. What we've done is give them a really robust, modern set-up that will allow them to keep up the fantastic work they do exporting their cheeses around the world."

David Hall  
 Technical Account Manager. Concorde.

## BENEFITS

The new systems – based around NetApp and VMWare - have been in situ for four months now and are making a real difference to Grandma Singletons' global operations.

*"There were some initial teething problems to do with out of date software but Concorde sorted all that out for us," says Gary. "Everything seems more stable now. In fact, I don't even worry about our IT anymore. There's less downtime and less email outages so I've got confidence that wherever in the world our staff are, they can respond to queries and provide a better service to our clients. Also, everything's backed up now so I know that if there were a problem, we wouldn't lose everything."*

*"During the course of this work being done we lost our IT Manager and Concorde have impressed us that much, we haven't employed another one. Effectively we're using Concorde to fill that role now. If anyone has a problem here they can ring the Concorde helpdesk for remote support and if it's something that can't be solved remotely, Concorde will send someone out to us. It took a week for people here to realize someone wasn't going to walk in and fix their IT issues anymore but it's working well now. We're not missing having our own onsite IT Manager one little bit."*



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