

“It went so well  
in the warehouse  
we’ve upgraded  
our office  
systems too”

TRUTEX CASE STUDY

## THE TECH SPEC

Name: Trutex  
Industry: Manufacturing  
Number of users: 100

## OUR SOLUTION

- 28 Meraki access points
- CAT 6 cabling
- HPE 2530-24G-POE+2SFP+
- Managed L2 Gigabit Ethernet
- HPE X121 1G SFP LC SX Transceiver

## BACKGROUND

Trutex is one of the UK’s leading suppliers of school uniform. Established in 1865 as the Clitheroe Shirting Company, the business has been manufacturing under the Trutex brand since the 1920s. With a growing customer base of stores, independent retailers and schools around the country, Trutex is heavily reliant on IT in order to receive, manufacture and deliver orders accurately.



## CHALLENGES

Wi-Fi is an integral business tool for Trutex, as it allows their warehouse staff to work ‘on the move’. That functionality is vital to the success of their operation and when the existing SonicWALL solution began to fade at their Clitheroe site, it caused real problems in terms of reliability and productivity.

*“There were a lot of dead spots in the warehouse,” Trutex’s IT Manager Helen Bradley explains. “People would have to walk to the end of their aisle to read their handheld terminals, which they use to locate orders. That slowed down productivity and led to errors, such as people either sending out wrong sizes or sending the wrong piece of clothing altogether.*

*“The knock-on effect to the business was increased costs associated with rectifying the mistakes and in some cases, damage to our reputation, which isn’t good as we’re the UK’s leading supplier. Questions were increasingly being asked internally about the problem and it was clear that something needed to be done.”*

## SOLUTIONS

That something was a phone call from Helen to Concorde Technology Group's Major Account Manager Phil Nuttall.

*"He understood immediately and commissioned a specialist wireless technology firm to come out and conduct a survey," Helen says. "They produced a report and from that, Concorde were able to plan what we needed to bring our systems up to scratch. We also worked together to plan the move at a time that would cause the least amount of disruption, as Wi-Fi is so integral to the work we do, trying to make the change during peak time would have been a disaster."*



"We know Trutex very well and know how important Wi-Fi is to what they do. Having sent a specialist wireless company into the warehouse to conduct a survey, we were able to accurately plan what needed doing and when best to do it. Subsequently, we visited their site during one of their least busy periods and installed all the necessary cabling and access points with a minimum of disruption. The system is much more reliable now and gives their staff much better access to the systems they need."

**Phil Nuttall**  
Major Account Manager, Concorde.

## BENEFITS

Fully understanding the need to avoid such disruption, Concorde came to the Trutex site in Clitheroe over the Christmas holidays. After upgrading all the cabling, 28 Meraki access points were installed around the warehouse, which has dramatically improved the performance of Trutex's Wi-Fi.

*"The handheld devices are far more reliable now," says Helen. "There's much more connectivity around the warehouse, which means people can retrieve the orders and pack the uniforms much more quickly and accurately. That means we're getting more for our money in terms of productivity and saving money – and customer satisfaction – on not having to deal with so many returns."*

*"In actual fact, we were so impressed with what Concorde did on our warehouse we decided to have the same technology installed in our offices. People had been complaining that they couldn't walk between meeting rooms without the signal dropping out on their mobile devices, so we worked with Concorde again in a similar fashion and now we have greater connectivity across the whole business."*

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