



Floors & Doors Distribution Ltd



Connecting employees for small business growth and efficient IT management

The Challenge

Floors & Doors Distribution (FDD) Ltd recognised the business requirement to network their PC based users. Existing systems were not sufficient to deal with the growing demand as well as support new business applications. They needed to explore options & invest in a new systems infrastructure. The selected platform had to be affordable whilst delivering connectivity functionality & reliability to both local and branch office users.

Floors & Doors Limited

FDD started out nearly 10 years ago & has grown to become one of the key flooring distributors & flooring/surfaces retailer in Scotland. Starting with 1 unit & a small warehouse they've grown to have 4 retail/trade outlets with 2 distribution warehouses, which enables them to service a vast array of customers throughout Scotland & N/E England. The most recent addition to the group is Joseph Charles, a brand new concept store in Glasgow, covering all types of flooring & surfaces from around the world.

Tecnica Limited

An IT solutions provider focused on core solution areas that address business application & information access.

We utilise best of class technologies to deliver these solutions. Our technical staff has the knowledge and expertise to evaluate & understand the business requirements of each customer & propose the appropriate cost effective technology solution.

Tecnica work with both small and large organisations, we monitor, support & administer some of the most complex IT infrastructures across Scotland. We are a recognised small business solutions provider and pride ourselves in offering smaller business access to the same high level of expertise & support services at an affordable price.

"On starting our web and IT journey we were bewildered by the choices out there and disorientated in terms of direction . Tecnica were superb and guided us through from start to finish with a top class IT service team which provided us with ideas and ongoing support throughout the project and continue to do so with excellent after sales care."

**Managing Director
Floors & Doors Distribution Limited**

The Business Solution

FDD approached Tecnica to design a business solution that would meet their business requirements. In a presales capacity, Tecnica presented a small business solution to fit the capital and operational budget. A Microsoft Small Business server solution was proposed to be installed at the head office in Grangemouth. Additionally, low cost internet services were specified providing email & internet access as well as data communication for branch offices.

The Results

Tecnica delivered the solution on time & within budget based on Microsoft Small Business Server 2003.

FDD accounts & customer data are securely centralised at Head Office. An internet connection established from each branch provides the necessary communications infrastructure to link the branch offices to centralised customer data.

The centralised email system maintains customer and supplier communication as well as inter branch communication.

Functionality & reliability are assured through the ongoing support services provided by Tecnica.

The system, expandable to at least 8 branch offices has already been configured to facilitate Joseph Charles, the new High Tech subsidiary of FDD with its first premises now open in Glasgow & an Edinburgh outlet opening in the near future.

As part of our comprehensive IT services Tecnica develop maintain and host websites for both Joseph Charles & Floors & Doors Distribution Ltd.



Case Study

www.tecnica-ltd.co.uk