



Increasing IT capabilities

Tees Total, who supply printed clothing, needed to update their old database and embrace new technology to enable them to receive logos and images from customers via e-mail. They asked Check-Tek to provide a solution.

Investment for the future

Tees Total had created an excellent business supplying organisations with specially printed and embroidered leisurewear, but realised they needed to update their old database and the way in which they worked. Their office in Wootton Bassett had people taking orders by phone with only one computer, containing the database, between them. As the business had grown, the database had become outdated and their IT capabilities were no longer supporting their busy organisation.

Although clients were not asking to send images via e-mail, Tees Total felt that this was the way forward and investing in IT would be an investment in the future of the business. They also wanted a way of linking images to customers for repeat and future orders.

The solution

After discussing the various options, Check-Tek proposed a solution that provided a network to allow sharing of the database and an e-mail solution to enable communication with customers and the transfer of images. Check-Tek also suggested that the database should be re-written to enable the linking of the logos to individual customers to make repeat orders easier.

After discussing the solution in detail, Check-Tek supplied a specification on how the new database would work to ensure targets were agreed and everyone had the same expectations.

Check-Tek then wrote the database and arranged for the network hardware to be delivered. They configured the hardware and installed Microsoft Back Office Small Business Server which supplied the server based network with e-mail and internet access and would support the shared database.

Move forward

The system was configured and tested off site and then installed in two stages so the members of staff could get used to the new network before having to deal with the new database. Check-Tek provided training and adapted the database as the client began to use the system and their requirements grew. The system was designed to be flexible and to cope with future changes in Tees Total's business needs. Tees Total achieved all of their aims through Check-Tek's solution, with the database now supporting their business. More and more of their customers are now asking to e-mail orders and they can satisfy this demand through their forward planning and Check-Tek's help.

"We now have a computer system that has proved extremely flexible. Aply supported by Check-Tek's friendly and efficient staff, it enables us to meet our customers requirements quickly and to reach new areas of the market place."

Tees Total

