

Eurotank Case Study

Nationwide specialist contractor/consultant to the downstream fuel industry.

150

Employees

IT

Solution Provided

Situation

Eurotank are a family business who have rapidly expanded since their incorporation in 2001. Specialists in the fuel industry, their services include tank maintenance, pipeline cleaning, internal tank investigations, vapour recovery testing, fuel pump installation and forecourt groundworks.

The business has grown into a group of companies providing retail and commercial customers with a comprehensive range of services to keep their fuel flowing.

Prior to CIM Software taking over, Eurotank had another IT provider. They were not receiving a good service and their Sage 200 hosting was often going offline, leaving them without their business critical software.

They also had multiple suppliers providing different parts of their IT and connectivity infrastructure which was overcomplicating their day to day admin.



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Solution

CIM Software recommended consolidating a lot of their individual IT services into one package to streamline their admin processes and improve their day to day efficiencies.

We now provide Eurotank's Sage 200 Hosting, IT Support, Antivirus, Access Management, Device Management and 365 Support, allowing them to focus on what they do best - fuel!

Not only do we take responsibility for all of their IT, Eurotank now also have one central number to call for any and all queries. Where previously, they might have had to contact multiple suppliers regarding a new starter at the business, CIM Software are able to orchestrate the whole process for them, from device ordering to user set up to provisioning.

Success

As a rapidly expanding business, being able to rely on CIM Software to handle all things IT has enabled Eurotank to improve their productivity.

Not only that, since the move to CIM's IT Support service, Eurotank have experienced dramatically increased uptime compared to their previous supplier.

They also have one consolidated, monthly IT bill and one number to call for any and all queries.

When we asked Peter from Eurotank if he would recommend CIM, here's what he had to say: "Yes, if their service fits what you need then absolutely. Friendly, straightforward, efficient, just to name a few. Highly recommend. I don't think CIM have ever turned one of my requests down and always work with me to find solutions if something is not already in place. Feels more like a business partner than a service in many instances."



"CIM handle everything IT related for us. It is very easy having a single point of contact for all queries, and the response time for questions and requests is very quick and consistent."

Peter, HR Advisor at Eurotank



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