ALH Systems Case Study

Manufacturers of specialist polymers and mechanical products based in Wiltshire.

40
Employees

IT
Solution Provided

Situation

Since 1976, ALH Systems have been developing new products for the repair and maintenance of gas distribution networks. In that time, they've also expanded their offering to include solutions for the telecommunication, electrical, electronic and construction industries.

They **supply equipment to more than 20 countries and offer a total distribution maintenance package**, including gas free working, flowstopping, leakage control and reinstatement.

Before working with CIM Software, ALH had their IT supported by another company. They were becoming more and more unhappy with the service they were being provided and decided to start looking for alternative solutions.

When looking for a new provider, they were **looking for a company that could look after both their IT and their Sage solution** for their head office in Westbury, Wiltshire, and their branch offices.

Solution

Following an IT Audit and discussion, our IT team proposed a package to suit all of their requirements.

This included **IT Support, Procurement, Sage 200 support, Consultancy and Cloud Services.**

For ALH, this was a great arrangement and exactly what they were looking for. The business now has a **single point of contact for both Sage and IT support across all of their company offices** as well as a reliable, trusted service for all of their IT needs.

When making changes to business services there is often worry about the disruption that could be caused. For ALH, this needn't be a worry. **The switchover to CIM was seamless** and our IT team liaised with their previous provider with sincere professionalism.

Success

The CIM team have **successfully been looking after ALH's IT since 2019**. In that time have helped them with a number of projects and services as well as implementing an IT solution which has helped consolidate all their branch offices' IT, saving on cost and improving business collaboration.

This has made expanding the business through natural growth and acquisitions incredibly easy.

When we asked how they would describe our support if/when they need us, ALH's Business Support Analyst, Kristian, had the following to say *"The support is quick and effective, they are always able to advise or sort our problems."*

For ALH, the benefit of outsourcing their IT to CIM means that they are able to **get all of their IT issues efficiently resolved without the cost of hiring someone in-house.** *"Being a small to medium sized business it's not always cost effective to have someone dedicated to solely IT on site."*

"CIM Software has the required staff level and skill level to help us with any IT issues. I would recommend CIM to another business!"

Kristian, Business Support Analyst at ALH Systems

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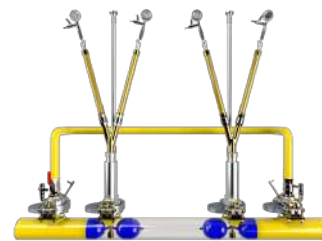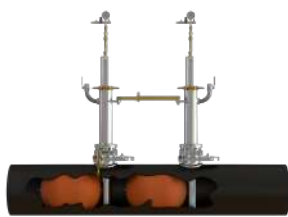
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