



A safe pair of hands

365IT becomes a trusted advisor on IT solutions

The Customer

Arco is the UK's leading supplier of workwear, personal protective equipment and training to keep people safe at work. They offer over 170,000 products and they serve their customers through a national sales team of 40 trade counters and an extensive e-commerce operation.

The Challenge

The nature of Arco's business means that they are highly dependent on efficient IT systems. The infrastructure must consistently support high levels of traffic, while data protection and online data processing are critical to the business and its' reputation. Any downtime inevitably causes disruption, but with 40 trade counters to serve and an online channel accounting for a significant percentage of the business, the effect of any disruption is significant to business performance and reputation.

Arco recognised that they needed to streamline the number of IT partners they were working with and they needed a partner that they could trust. A partner who would take responsibility and ownership, and who understood all areas of IT that would enable them to align their IT strategy more closely to their business strategy. This would also give Arco the level of performance they needed to support their staff and customers around the UK. In short, Arco needed a safe pair of hands.

“ 365IT have proven that they are technically competent, honest, reliable, proactive and easy to deal with.

Mike Farn, Infrastructure Service Leader ”

The 365IT Solution

365IT has become an IT partner that Arco can trust. We began working together in 2007 and we can demonstrate our technical ability and support capability. Since then, we have become a trusted advisor and we provide them with security, infrastructure, storage and virtualisation solutions.

Overtime, we have upgraded their VMware environment, migrated their storage to an EMC platform and most recently we provided them with a HP Blade infrastructure. Security is a very important part of the service that we provide to Arco. We deliver a comprehensive security solution – antispam, mail filtering, 2 factor authentication, vulnerability and penetration testing, to ensure that online and offline data and processes are secure. Wrapped around all of this is a services package to ensure that Arco gets the very best from their IT environment.

The Benefits

- Single point of contact for IT requirements
- Assurance that the big picture is being considered when solutions are being designed and implemented
- Simplified and integrated support as 365IT understand the full environment
- Delivers cost efficiencies and economies of scale by working with a single provider
- Improved IT performance