

# ENHANCED

Technology For Better Business Performance

## MUC-OFF



**Client:** Muc-Off

**Sector:** Retail & E-Commerce

## NEW & FULLY MANAGED IT INFRASTRUCTURE.

Muc-Off is a leading supplier of care products for bikes, motorcycles and cars based in Poole, Dorset. Via their comprehensive ecommerce website, they sell their wide range of products that now include apparel and lifestyle accessories.

### THE CHALLENGE

The Muc-Off team currently consists of 80 users and is growing. Muc-Off got in touch with Enhanced in January 2016 to take over their IT infrastructure and provide Managed IT Services. Prior to working with Enhanced, Muc-Off had already selected SAP B1 as their new ERP software, but the existing on-premise IT infrastructure was not suitable, in terms of performance or capacity and a full audit would be required. More recently – due to growth – Muc-Off needed to move to a new premises, with as little disruption to the running of their business as possible.

### THE SOLUTION

Following a full systems audit to determine how best to benefit the client, Enhanced provided Muc-Off with a new IT infrastructure, ready to run SAP B1 and with suitable capacity for the next 5 years. Any IT enquiries are now put straight through to the team of account managers at Enhanced and taken care of promptly and efficiently. The fact that Enhanced offer clients a dedicated account management team means they can offer a personal service where clients can build a great working relationship with the support desk staff. This was something that Muc-Off found highly attractive and beneficial.

When it was time for Muc-Off to make the move to their new headquarters, the Enhanced team worked with them and all the other providers, to quickly migrate all their IT services and equipment across. Downtime was kept to a minimum and they could get back to business as quickly as possible and with minimal hassle. Using both local and product knowledge, Enhanced were also able to recommend a local telephony company to provide Muc-Off with a new cost-effective and modern VoIP system for all their telecommunications requirements.

### THE RESULTS

Since Muc-Off enlisted Enhanced's help back in 2016, they have developed a strong business relationship not only with the senior management team but all staff alike. The fact that Enhanced are local to them means that they are on hand quickly to deal with any bigger issues.

### THE BENEFITS

- Quick & responsive IT support
- Reliable IT infrastructure
- Hardware set up for all new starters
- Local, knowledgeable experts

**"It has been great working with Enhanced. They are there when we need them and always give a great service. I look forward to building on our already strong working relationship going forward."**

Alex Trimnell  
MD, Muc-Off

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