TECHNOLOGY THAT DRIVES MANUFACTURING

ENHANCED

Technology For Better Business Performance

DELIVERING I.T. SYSTEMS & SERVICES THAT HELP **MANUFACTURERS** GROW FASTER.

At Enhanced, our combined expertise across IT services and solutions allow us to take a holistic approach to all of our manufacturing projects; enabling us to position the best technologies, managed and supported by one provider.

We get to know our clients, their businesses and ambitions in order to recommend tailored solutions, implement changes and provide award winning support. We believe that it is essential to deliver a personalised service to make sure your IT works for you.

This means that our committed and friendly technical department will have a full understanding of your objectives, network, preferred working methods and are familiar with your staff when they call us.

95% OF CALLS RESOLVED AT FIRST POINT OF CONTACT

89% OF CUSTOMERS RATED OUR SUPPORT TEAM AS EXCELLENT

AVERAGE RESOLUTION TIME OF 12 MINUTES

WE PUT CLIENTS FIRST WITH A 99% RETENTION

POWERED BY MICROSOFT.

Gold
Microsoft Partner

Microsoft

GETTING TO KNOW YOUR BUSINESS NEEDS.

Every manufacturer we support with IT has different needs, typically our clients are looking to grow and they want support from a partner that can talk their language.

Drawing on a range of industry leading hardware and software solutions, we get to know your business and recommend solutions that match your requirements.

To help inform our approach we start by asking questions to understand the best way to support your needs, these are centred around four key areas of focus.

GROWTH

Data isn't 100% accurate and lacks detailed visibility of KPI's?

Don't know the real-time profit margins, performance and source?

No clear roadmap for how the IT systems will lead and support growth?

SECURITY

Don't have measures to protect data from sophisticated cyber attacks?

Don't have a robust system in place for business continuity in the event of a breach?

Worried about the time needed to recover data?

COLLABORATION

Business can't collaborate seamlessly between staff, suppliers and customers?

Not aware of the suite of products available to make working remotely easier?

Productivity drops as the business does not have the right solutions?

EFFICIENCY

Not getting value from the IT investment?

It doesn't run smooth and seamlessly?

Everything seems over complicated?

Difficult to get important information out?

I.T. SERVICES

HOW WE HELP

Enhanced offer an extensive range of IT services to the manufacturing industry, we understand the variety of challenges you face within your sector and provide the support you need to keep you secure and facilitate growth.

CLOUD

SECURITY

SUPPORT

STRATEGY

SUPPORTING MANUFACTURERS

Our experience in manufacturing provides us with the knowledge we need to identify common challenges within the sector, allowing us to quickly resolve and implement the most appropriate technologies.

One of the major areas of concern we see is around compliance. We know the process can be complex and time consuming, particularly when it comes to defining new processes.

As an experienced IT partner, Enhanced can manage projects for you, implementing the most advanced security measures to keep your environment secure and supporting your ongoing commitment to compliance.

Supporting manufacturers with:

- DFARS
- CMMC
- CYBER ESSENTIALS
- DART

CHALLENGES

- Failure to meet compliance requirements results in lost opportunities, limiting business growth

- Time consuming for the business, pulls key staff away from day to day responsibilities

- Protecting sensitive data and mitigating risk

BENEFITS OF WORKING WITH ENHANCED

INCREASE GROWTH

IMPROVE PRODUCTIVITY

FILLING THE SKILLS GAP

ACHIEVE ONGOING COMPLIANCE

SOLUTIONS

HOW WE HELP

Do your existing systems support the business from sale through to build with full visibility of key data?

We understand how disjointed systems can impact the efficiency of your business; connecting all areas of the business is key in increasing productivity and streamlining operations.

MRP

CRM

SUPPORT

BI

SUPPORTING MANUFACTURERS

Visibility of materials and resources is an essential part of running operations efficiently. An all in one MRP solution helps manufacturer's meet project deadlines, maximise time and manage cost control. Increase your productivity and avoid penalties from delayed projects.

Business central is a fully comprehensive end-to-end solution that provides a unified picture of a business and connected processes all within the one application.

CHALLENGES

- Raw materials not ordered on time, impacting delivery schedules.

- No visibility of project cost throughout build process

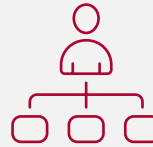- Time lost as a result of no capacity planning

KEY FEATURES

Unified complete business system from sales, procurement, raw material to build

Full financial analysis capturing costs and revenue for planned, actual, wastage and forecasts

Production management from component and raw material replenishment and suggestions, to multi-level bills of materials, planning worksheet, production orders

Resource / work centre and routing control with shop floor data time capture

Traceability and auditability for serial, batch, lot and compliance monitoring and control

Inventory management aiding locations, bins, mobile hand held pick / pack and stock take processes

Full despatch processing with carrier integration

PERSONAL, PROFESSIONAL, AWARD WINNING IT SUPPORT.

![NORCO COMPOSITES & GRP]

DATA SECURITY FOR THE NEXT STAGE OF BUSINESS GROWTH.

For over 35 years, Norco have established themselves as a leading developer of lightweight composite structures and innovative GRP mouldings, they're the one-stop-shop for patterns, moulds, parts and assemblies.

THE CHALLENGE

To enable continued growth of the business, Norco required an IT partner that could provide strategic IT advice backed up by experience and expertise of data security requirements in the defence sector. With no in-house IT team and an aging IT Infrastructure it was imperative that the business aligned itself with an IT provider that could act as a virtual IT director and deliver a robust ongoing support service.

THE SOLUTION

Enhanced worked alongside Norco to understand both the current concerns around their IT platform as well as their aspirations for the next 5 years. Enhanced were able to present a number of key operational changes backed up by new technologies, which could provide a resilient, secure and streamlined IT System meeting specific security standards required by its customers.

A key requirement for Norco was to protect its highly secure data. Previously, the business had isolated specific data to single user devices which hindered collaborative working, productivity and more importantly, did not enable the business to scale. Enhanced recommended Norco automate data policies required to meet its data compliance regulations through the use of Azure Information Protection. This ensured data was appropriately categorised based on the sensitivity of its content. This enabled Norco to limit and revoke access both internally and externally alongside enforced encryption of files.

Enhanced worked alongside Norco to ensure systems and processes are in place to continue to meet Cyber Essentials Plus certification, in addition to government defence frameworks.

With multiple sites, Norco were able to build a private cloud platform across its locations to provide business continuity and DR. Enhanced provided a tailored managed service offering at a fixed cost which included proactive work to ensure that systems continue to meet expected compliance levels.

As a virtual IT director Enhanced continue to provide strategic advice and options to Norco to enforce its security obligations whilst improving on its user's experience.

THE RESULTS

- A simplified, effective and scalable IT solution
- Implementation of a new robust IT Disaster Recovery Solution
- Multiple security measures in place to protect business data
- Automated Data Compliance solution enforcing policies and reducing manual processes

THE BENEFITS

- **Improved Efficiency –** Centralised systems have enabled Norco to streamline operations, automate processes and increase productivity
- **Competitive Advantage –** The Cyber Essentials Plus accreditation means Norco are eligible to bid for UK Government and MOD contracts, supporting business growth
- **Business Continuity –** Norco have a resilient multisite system to support their Recovery Time Objectives, helping to keep them operational

"Over the past 5 years our ageing IT systems and infrastructure needed to be updated to support our continued growth.

After initially approaching a number of different IT companies we ultimately chose Enhanced as it was clear that their expertise and experience was far more effective for our requirements. They helped to keep things really simple for us at every stage, security was an imperative and with their strong track-record in delivering bespoke solutions for other organisations we had no doubt that Enhanced were the best partner to help us drive and support our continued growth.

We've been really impressed from the very first meeting by their knowledgeable team and customer service at every stage, they've improved everything across the board."

James Bottoms
Engineering Manager, Norco

AISH TECHNOLOGIES

CYBER ESSENTIALS PLUS CERTIFIED.

Based in Poole Dorset, Aish Technologies Ltd (Aish) is a systems design and manufacturing company that specialises in the protection of electronic equipment in harsh environments. The company has a history that extends back over 100 years and has an enviable pedigree in the supply of rugged technology across the world.

THE CHALLENGE

In order to secure and work on government contracts it was essential that Aish gained Cyber Essentials Plus. To gain this level of accreditation, a full review of the network security and associated policies had to be conducted. Enhanced have worked on many projects with Aish over the last few years and have formed a relationship, resulting in trust in the advice and expertise offered. This made it a clear decision for Aish to select Enhanced to help them achieve this accreditation.

THE SOLUTION

With the need to gain Cyber Essentials Plus, Enhanced undertook a network review and gap analysis to identify the areas that needed to be improved. Enhanced then completed a programme of changes, to add extra layers of security and advise on any policy changes that were required. To gain Cyber Essentials Plus accreditation, Aish needed to be independently audited. Enhanced were on site with the external auditors to support the Aish I.T team and offer guidance, to ensure accreditation was achieved.

THE RESULTS

Aish Technologies are now Cyber Essentials Plus certified. This ensures they meet the standard of Cyber Security outlined by the Cyber Essentials government scheme. Furthermore, it demonstrates to potential suppliers and customers that Aish have taken steps to ensure they are well protected against common cyber threats.

THE BENEFITS

- **Security –** Increased measures of cyber security implemented to protect the business from advanced cyber threats

- **Competitive Advantage –** The Cyber Essentials Plus accreditation enables Aish to bid for UK Government and MOD contracts, supporting business growth.

"Enhanced provide a first class service, combining strong technical skills with an understanding of our business. With their support I am confident that we can continue to operate in a secure and efficient environment"

David Hyde,
CFO, AGI Holdings.

RHH FRANKS
AVIATION • MARINE • NUCLEAR

SUPPORTING 25% BUSINESS GROWTH.

RHH Franks are a JOSCAR accredited manufacturer of precision components, supplying Aerospace and Defence industries across the world for 60 years.

THE CHALLENGE

As a growing company RHH Franks wanted to expand their factory to increase manufacturing capacity by over 25%. To support this level of growth, they required a modern and reliable IT environment. As suppliers for the MOD, Aerospace, Nuclear and Marine industries, high levels of IT security were crucial and needed to be in place to adhere to compliance requirements.

THE SOLUTION

Enhanced provided an IT review to highlight areas for improvement and continue to provide IT strategy and support as part of an ongoing Managed Service. Enhanced supported RHH Franks in achieving their Cyber Essentials accreditation, meeting their customers' requirements.

THE RESULTS

- Managed IT Support Service
- A Modern Cloud and Hybrid based IT Infrastructure
- Increased IT Security
- Cyber Essentials Accreditation

THE BENEFITS

- **Growth** – Modernised IT to support existing solutions with the ability to scale when needed.
- **Security** – Remote working is fully supported with multiple levels of security to protect data.
- **Effective Communication** – Raspberry Pi devices have enabled the company to improve their internal communications

"With our plans to expand our factory and increase production, it was imperative for us to have a solid and secure IT platform to work from.

Our work is extensively in the Aerospace and Defence market, therefore our IT security needed to meet the industry compliance requirements. We chose Enhanced as our IT partner as we were impressed by their experience within manufacturing.

Enhanced understood our needs, implemented new systems and supported us in achieving the Cyber Essentials accreditation. We are pleased to have them as our advisors and IT Managed Service Partner."

Erika Garner
Office Manager, RHH Franks

www.enhanced.co.uk | 01202 308 000

AGI
Aeronautical & General Instruments Limited

FULLY MANAGED IT SERVICE.

Aeronautical & General Instruments Limited (AGI) manufactures a wide range of instruments and systems for the defence and civil markets worldwide. AGI has built up a reputation for high quality, well-engineered products that employ electronic, electromechanical and optical technologies.

THE CHALLENGE

AGI's existing IT systems were outdated and unable to support their applications and ongoing security requirements. AGI wanted to expand its defence contracts and it was vital that the business worked with a partner that understood the IT security implications of these contracts and could provide strategic advice to the business.

THE SOLUTION

Enhanced refreshed the core IT infrastructure, updating networking, servers and storage to provide a flexible and robust platform. Email was moved from Exchange on-premise over to Microsoft 365 to take advantage of a Microsoft managed platform alongside its integration with security and management functions within the Enterprise Mobility and Security service.

Enhanced provided a fully managed IT Support service comprising of a blend of on-site engineering alongside a remote service desk.

Core to AGI's requirements was the ability to work with a partner that could act as a virtual IT director, providing expert advice in developing an IT strategy.

A suite of tools were installed to provide active network and security monitoring, measures and policies were implemented to meet UK Cyber Essentials Plus accreditation as well as other Defence industry accreditations.

THE RESULTS

- Fully refreshed core Infrastructure
- Managed Service Partner
- Additional layers of security with proactive monitoring
- Strategic support
- Cyber Essentials Plus accredited
- Cyber Security Awareness Training
- Microsoft Teams Rooms

THE BENEFITS

- **Collaboration** – Teams Meeting rooms has enabled AGI to transform traditional meeting spaces into collaborative workspaces for staff and customers.
- **On-site support** – Comprehensive support model, combining remote and on-site support.
- **Competitive Advantage** – The Cyber Essentials Plus accreditation means AGI are eligible to bid for UK Government and MOD contracts, supporting business growth

"AGI's IT environment had been internally managed with the IT infrastructure which was creaking at the edges. With the support and expertise of Enhanced, AGI was able to not only improve the service provided to all stakeholders but also improve the technology to enable a seamless adaption to remote/covid related workings. Enhanced have enabled me to not worry about the quality of our IT support and to enable me to work on growing the business."

David Hyde
CFO, AGI Holdings

"As a growing business, we wanted to ensure we found a supplier who would take the time truly understand us and our growth plans. We knew we wanted a cloud solution and Microsoft Dynamics seemed the perfect fit. Enhanced worked closely with us from the beginning to fully understand our processes and needs, recommending a solution to cover CRM, ERP, MRP and electronic document management"

Ben Scroggie
CEO, Mar-Key Group

TALK WITH OUR TEAM TO SEE HOW WE CAN HELP YOUR **BUSINESS.**

Call: **01202 308 000**

Email: **info@enhanced.co.uk**

enhanced.co.uk

ENHANCED

Technology For Better Business **Performance**

Gold
Microsoft Partner

■■ Microsoft