

Print + Office Supplies

Case Study: The Fusion Group

From managed print to servers and storage,
CCS Media supply The Fusion Group
with a total solution.

“They are now our ‘go to’ supplier for our everyday IT, providing us with everything from backup tapes, hardware and peripherals.”

The Fusion Group

Overview

Industry

Manufacturing

Customer Profile

The Fusion Group is a £100 million multinational that supports gas, water and electricity infrastructure markets worldwide.

The Challenge

Needing support with a server refresh and developing their new SAN environment.



About The Fusion Group

Fusion Group is a £100m turnover multinational supporting gas, water and electricity infrastructure markets worldwide.

Operating globally, with manufacturing sites in the UK, China and Egypt, wholly-owned or joint-venture distributors in nineteen countries, and direct sales into a further 40 international territories. The Group’s headquarters are located in Chesterfield, England.

The Fusion Group is valued by customers as an expert in multi-utility infrastructure products and services and recognised as a world leader in the manufacture of machines and tooling for polyethylene pipe jointing. They’re also a company active in the green energy sector with businesses in ground source heat systems, landfill gas, photovoltaic panels and carbon accounting.

The Fusion Group

The Fusion Group is a £100 million multinational that supports gas, water and electricity infrastructure markets worldwide. We started using CCS Media in 2004. Initially as print and toner suppliers but over the years we have increased the range of products and services we use them for.

In 2011, after collaborating for 6 years, we approached CCS Media to support a server refresh and develop our new SAN environment. Our dedicated CCS Media account manager already had a great understanding of our business so it was easy for him to bring his IT Project Services team up to speed. The process began with a workshop that examined our business, our current infrastructure and where we needed to get to. We then reviewed the current technology on offer from multiple manufacturers.

Within several “whiteboard workshops” we discussed the benefits of multiple manufacturer technology. These collaborative sessions culminated in the creation of a

multibrand solution that would be built on Dell Servers and HP Lefthand storage. This multi manufacturer solution was the only way we could achieve exactly what we wanted.

The Project Services team built the proposal and then worked with me throughout the implementation process. As a result of the workshop we also evolved a separate project: reviewing our printer estate and options around managed print.

Our Account Manager brought in the Printer Specialist team. They quickly demystified print solutions and managed print and began looking at them in terms of our business and workflow.

After working together for so long on multiple levels of our business, CCS Media have become more than just an IT supplier. They are one of our business partners, this shows in the expertise of their account manager and the level of understanding he has of our business.

Services



Asset Tagging



Recycling/
Asset Disposal



Break-Fix
Support



Installation
Services

“The collaborative process we used for the server and storage solution was used again, only this time we built a solution on Ricoh technology. This has been implemented and has delivered on the key points of cost, control and simplicity.”

The Fusion Group