



Case Study - Duo Plastics

Thanks to over 30 years of delivering consistently high-quality packaging products, a dedication to exceptional customer service and expert advice, Duo has secured its position in the packaging market as one of the most trusted packaging manufacturers and suppliers.

The success of Duo had an adverse effect on their IT systems. Their rapid growth in sales meant a corresponding growth in staff and customer transactions, which had a consequent impact on network traffic, servers, email systems, remote access and more.

The Requirements:

- Solid managed services pedigree
- Industry leading technical certifications
- Experience in relocation projects
- Trustworthy, security checked engineering
- Attentive, available account management
- 24/7 availability

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Working with Silverbug was simple. Every engineer we encountered was pleasant, helpful and assisted us until we were fully operational again.

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“The team at Silverbug respond quickly to all requirements.”

As with many SMEs, IT may not be a core service or business skill, especially with a manufacturing company. However, the world of IT is growing and it's important when trying to gain a competitive advantage.

Silverbug's Professional Services team took on the role of being Duo's IT team, analysing Duo's IT infrastructure and compared its capabilities with those needed to support Duo's business strategy. From there, we created an approach for a complete IT refresh. This included:

- Implemented remote access to internal systems as well as networked CCTV
- Cameras for additional site security
- New structured cabling was installed throughout the office environment
- Microsoft 365 implemented
- Full on-site support
- Detailed 3-year roadmap
- Third party Management
- WIFI was rolled out across the entire site and manufacturing areas, ensuring live tracking on materials on a project-by-project basis

The move towards a virtualised environment has meant that Duo's growth and seasonal business model has been accommodated easily by the newly created IT infrastructure. Microsoft 365, remote secure access and Teams have enabled collaborative working, developing a stronger sense of team work as well as helping Duo get more out of their existing buildings and third parties. Duo's investment can now really be utilised by enabling their team to work better, smarter and faster to fit their business needs.

Get in touch with the team of experts today who can help find the perfect solution for you and your IT needs.

GET IN TOUCH

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