What do you do...
when your major IT network supplier unexpectedly goes into administration, threatening your day-to-day operations?

That was the reality in February, 2013 for managed pub and bar operator, TCG, which runs a chain of 75 venues stretching from London to Edinburgh. A long-standing relationship with Compufix proved to be the solution.

TCG does not have an in-house IT department, everything is outsourced and its previous supplier provided a fully managed service that was the main access point to all its CIT systems. A few systems resided in private clouds; EPOS, stock & cash, with Micros; EDI, Payroll and Labour Management with Fourth, but everything else was driven through a communications infrastructure and Citrix backbone hosted by the supplier.

Losing access to all this was potentially a crippling situation. TCG and Compufix had been working together for the previous two years, involving House Public Wi-Fi, VOIP telecoms and PDQ (credit card machines) support and maintenance. A full review of communication lines was undertaken once TCG indicated it wanted to incorporate TCG's data comms into the same infrastructure already in place. Part of that process was a complete line and router refresh program to upgrade the existing estate DSL to Annex-M.


Henry's Café Bar, West India Quay

The benefits of this was profound across all services, improved back office connectivity and speed, improved Public WiFi access, more reliable PDQ connectivity, better telephone services, more stable and reliable VPN connectivity for TCG's Till Systems (EPOS)- it was a win, win, win. It was the comms infrastructure that Compufix already managed that TCG needed to leverage. Compufix then had to win the contract to supply the IT Infrastructure outlined above. From February 2013, Compufix has provided IT infrastructure, Connectivity, Citrix backbone, File systems, MS Exchange, and Blackberry Services.

Trust and Confidence

"Compufix proved to be the most accessible and flexible of all our other IT partners, and were quick to put in place emergency planning to mitigate the effects of an unplanned forced migration," explained Paul Bignell, Head of IS at TCG.

"TCG decided to split the old infrastructure across four providers and this decision worked well as it meant we bought more resources to the project, and outsourced hardware systems to specialist providers on a truncated timescale. Compufix took on by far the most complex part of this migration and set out not only to replicate our previous infrastructure but improve overall CIT performance as well. This was successfully achieved and the final switch over was done overnight without any interruption to the business or to normal trading in our venues. We could not have achieved the migration without the flexible and helpful approach adopted by Compufix, their expertise and dedication to the project quickly shone through."

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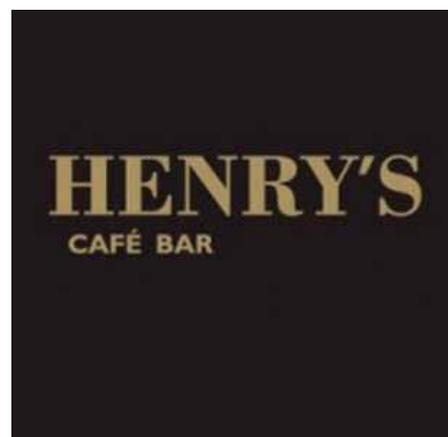
Paul is clear about what TCG need from an IT supplier. *"We want a track record within our business sector, outstanding customer support, competitive cost base, willingness to listen and adopt flexible solutions that do not cost the earth, and technical competence and resilience. We want a partner that does what we agree, when we agree it and is totally honest about the issues along the way.*

"Compufix have earned our total confidence in their ability to deliver a Fully Managed IT Service."

He added: *"Our goal from the start was to have our in-house information systems resources focused on the application layer. It is important that our staff are dedicated to adding business value, and imperative that end users have the systems and data they need. By outsourcing the management of our IT infrastructure to Compufix, we are reducing management and operational costs, and are better able to concentrate on our core business".*

Rising to the challenge

"The migration project was a massive and complex challenge for everyone involved," said Paul Hazeldene, Commercial Director at Compufix.

"We have a great working partnership with TCG and were delighted to be given the opportunity to rise to the challenge and meet their needs. The project and timescales involved meant it needed a lot of project management, and it felt like a never-ending whirlwind at times. "Compufix do not carry the same level of overheads of some of the larger providers and were the most competitive, agile and understanding of the Hospitality sector, which helped us to win the business. We, together with TCG, will see significant savings in years to come as some of the one off costs of the migration fall away."

Compufix is a leading innovator and ICT supplier to the Motor, Hospitality, Leisure and Retail industries.

Compufix pioneers cutting edge applications and services for industry, working with a range of specialist management operating systems and the latest digital technologies.

Compufix **C**omputer **S**ervices

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