

IBSTOCK AND LOMBARD

“Lombard understands the way our business works. The technology that they offer us is important; however in our mind, it’s the reassurance of their experience, service and understanding that separates them from other providers.” *Colin Phillips, IS Manager of Ibstock*

Background

Since 1999, Lombard has worked with Ibstock – the UK’s leading brick manufacturer. To date they’ve built their business, spanning 24 sites, with approximately 1,960 employees, to produce over 900 million bricks annually.

Challenge

Lombard’s brief was to update Ibstock’s assets – with a long-term plan of a total refresh. Lombard set up a team together with a devoted relationship manager for day-to-day efficiency.

Phillips says, “I needed Lombard to procure, install and maintain all of our desktops – PCs, printers and Thin Client devices.”

Four years later, Lombard has procured and delivered HP desktops and Toshiba laptops – managing the data transfer of each machine and disposal of the old hardware in accordance with the WEEE directive. Lombard covered Ibstock’s maintenance and insurance too – factories are dusty environments that necessitate a higher level of maintenance.



Phillips continued, “When Lombard priced for the replacement of our equipment – probably 400 machines – my team did too. This ensured that we got the best deal, and that Lombard and its people were right for us.”

Solution

Phillips says, "The reason we renewed with Lombard is that they are very easy to work with: They understood the reality of the task in hand, which ensured that the transition period of locating the original equipment ran smoothly and that the maintenance of each machine was cost-efficient."

Ibstock has a good working relationship with Lombard. This is reflected in the amount of services that Lombard currently provides.

Phillips concludes, "I get exactly what I need with Lombard; a supplier who gets on with the job, uses their initiative and only consults either myself or my staff when necessary."

Future

Like Lombard, Ibstock understands the need to change; and the next technological challenge for Ibstock will be updating their current system to Microsoft Vista.

Phillips says, "When we next replace our machines we know that these will be Vista machines. Which means we need to efficiently train our staff. I am looking forward to hearing Lombard's solution, as it is usually of great help to us."

Benefits

- Continuity of user systems
- Smooth delivery
- Ease of installation
- Competitive technology insurance
- Disposal of old technology
- Cost effective procurement

"The main reason we renewed with Lombard is that they are very easy to work with."

Contact

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