



# A National Packaging Company

## Transforming Infrastructure for Next-Generation Features

**Client** | A National Packaging Company

**Sector** | Packaging Supply

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### About the Client

*A market-leading protective packaging distributor with over 500 staff, that designs and distributes packaging materials throughout the UK, Ireland and Europe.*

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### The Company Challenges

The packaging company relies on Iptor's new enterprise software suite to manage its distribution operations. To take advantage of new features in the latest software release, the company needed to upgrade its hardware infrastructure. The system supports up to 1,000 active users at any point in time, across all functions, including the customer web front portal, finance, distribution, supply management, logistics, assembly and service demand management. It was essential that the new infrastructure could reliably support all business functions and enable a smooth, uninterrupted migration.

### The Solution

Working in close collaboration with both Iptor (who appointed Recarta IT as their exclusive UK partner) and the packaging company, Recarta IT was instructed to design and deliver the new IBM platform to enable a smooth migration to the newest version of IBS Enterprise, and provide support once implemented. Recarta IT collaborated closely with the packaging company to deeply understand their requirements and architect a solution tailored to their specific needs. This process included a thorough evaluation and enhancement of I/O operations to ensure optimal data management and system efficiency. Recarta IT supplied and installed the new hardware, managed the system migration, and performed performance tuning. After deployment, ongoing remote monitoring, regular system health checks, firmware updates, and 24/7 helpdesk support were provided.

## The Results: Completion on time and within budget

Recarta IT's consultants and project managers were on-site throughout the project to ensure everything ran smoothly and the installation of the new solution was completed on time and within budget. Switching to IBM Power Servers proved to be a more cost-effective and sustainable solution compared to the previous system.

## The Results: Resilient System Built for Continued Business Growth

The solution was built to scale alongside the company's ongoing growth, ensuring a reliable environment for both customers and employees.

## The Results: Improved Performance

The new functionality of the system enhanced the user experience, while providing improved performance and user response times.

## The Results: Fast Resolution to Issues

With Recarta IT's remote management and helpdesk support in place, any proactive or reactive issues that arose were resolved quickly.

## Testimonial from the National Packaging Company

*"Our experience with Recarta IT has been excellent. We see them more as a partner than a supplier. We have since worked with Recarta IT to implement a high-availability solution as part of our business continuity planning. The working relationship between Recarta IT and Iptor was critical to ensuring the project ran smoothly; we felt we were dealing with one organisation. We felt reassured that Iptor had selected Recarta IT as their partner in the UK, because of their depth of knowledge and experience in the IBM Power systems and their customer support services. We were impressed with how smoothly the project went. Recarta IT delivered on time and within budget."*

### Enterprise Solutions Manager

## About Recarta IT

Recarta IT specialises in the design, deployment, hosting and full management of Enterprise Server and Storage environments for business-critical applications and AI workloads in the Financial, Manufacturing, Distribution, Public and Retail sectors.

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**More information on Recarta IT's infrastructure solution:**

<https://recarta.co.uk/infrastructuresolutions/>

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