



Charlie Bigham's

Supporting Growth through Hosting and Disaster Recovery Solutions

Client | Charlie Bigham's
Sector | Food Preparation

About the Client

Charlie Bigham's creates premium handmade dishes, including seafood pies and moussaka, available in most supermarkets across the UK. Using only the freshest ingredients, each dish is hand-prepared and made in small batches, so that every dish is as tasty as it should be, never compromising on quality or flavour.

The Company Challenges

Charlie Bigham's goods-in and picking areas in their Somerset-based kitchen previously relied on paper and manual spreadsheets for their processes. This meant that data input was being double-handled, resource-heavy, prone to mistakes and not suitable for the growth of the company. Charlie Bigham's required a more robust Warehouse Management System that could automatically feed into their ERP and traceability systems which could then scale with the business.

The Solution

Recarta IT set up the hosting infrastructure for Charlie Bigham's new Indigo Warehouse Management System on an IBM iPower Cloud platform, together with a fully integrated high-availability disaster recovery system, supporting the 24/7 nature of the business. It is hosted and proactively managed from Recarta IT's Tier 3 data centres, ensuring the data is protected, compliant and easily recoverable at all times of the day.

The Results: Supported Growth

The new system has already supported a 20% increase in weekly meal preparation, with over 850,000 dishes currently being prepared a week. This significant boost in performance reinforces the reliability and efficiency of the system infrastructure.

The Results: No Down Time

As Charlie Bigham's operates day and night, the system has to support these working hours. Recarta IT's hosting infrastructure, with very high availability, together with a disaster recovery system, provides real-time replication. So, in the event of a failure of the live system, it can be switched over to the DR solution, minimising any downtime and disruption to this business-critical system.

The Results: More Efficient Stock Control and Zero Food Waste

Charlie Bigham's uses only the freshest ingredients, so some dishes have a shorter shelf life, making it essential to have the right ingredients available at the right time. The system helps with this process and feeds information directly to the pickers' handheld devices (RDT guns). Picking accuracy has significantly increased, helping Charlie Bigham's become one of the first food companies to achieve 0% edible food waste, an accomplishment the business is justifiably proud of.

Finding efficiencies in the more automated areas allows Charlie Bigham's to invest further in hand-making each dish, which is what the company is renowned for. By employing manual potato-fluffers and garnish sprinklers, dishes can achieve the perfect result every time, something a machine cannot replicate.

Testimonial from Charlie Bigham's

"Recarta IT is brilliant. Recarta IT's Account Manager is always there for us and really understands the business. We have a great working relationship and work as one team. Recarta IT is always available to offer support and advice. The disaster recovery service allows me to sleep at night! In the unlikely event we did have an issue with the live system, the technical teams are very good. When setting up the service, we had daily meetings, and we worked very well together. Recarta IT is great at building and maintaining the right infrastructure, leaving my IT team to concentrate on delivering transformational projects for the business. Having systems that are all connected means we can really focus on integration, automation and data. We can then use this information to inform future business decisions and support continued growth."

Mike Calverley | Head of IT, Charlie Bigham's

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.

More information on Recarta IT's infrastructure solution:

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

