



Case Study

Moore's Roofing Supplies

Moore's Roofing Supplies is a roofing merchant based in Birmingham, supplying both the domestic and corporate market. The business is one of the largest independent roofing distributors in the West Midlands and operates alongside its sister company Burton Roofing.

An Infrastructure for Growth

Moore's Roofing Supplies first became an ACUTEK client back in 2011, just after it acquired Burton Roofing. The company was in need of an IT Services Provider that would be able to support their newly established growth.

ACUTEK refreshed the company's IT Infrastructure, installing a new server as well as upgraded security precautions such as a Firewall and Cloud back up solution. ACUTEK also ensured that there was communication between the IT at both Moore's Roofing Supplies and Burton Roofing, with the secondary site accessing the single server through a site-to-site VPN with Remote Desktop Services..

'Working with ACUTEK has made us more efficient. It's made the communication between the 2 businesses a lot smoother. I think because ACUTEK don't just do one thing for us, they do everything, it just works and makes it easier.'

- Paul Goodger, Financial Director



Trusted IT Support

Moore's Roofing Supplies' main concern when it comes to IT is making sure that they are always up and running and not experiencing any down-time. The company works in a fast moving industry where orders need to be processed the same-day and are heavily reliant on everything working as normal.

ACUTEK's IT Support services offer the company a 15 minute response time, guaranteed fix and 24/7 proactive monitoring. If the company were to experience a major issue, the team at Moore's Roofing Supplies know that ACUTEK is only a phone call away to fix the problem and ensure they are back up and running as soon as possible, without losing possible revenue.

'The hands-on approach ACUTEK has means that things are fixed as quickly as they physically can be. ACUTEK have got to know our business and because they know our business they know what we need and when we need it.'

Office 365

Moore's Roofing Supplies have also benefitted from Office 365. Office 365 is a Cloud based email and software subscription that brings mobility to different tools and applications. The solution has made the company's IT user-centric, making licensing and administration much easier to manage.

Confidence in ACUTEK

The team at Moore's Roofing Supplies are now confident that when it comes to their IT they have a support service in place that they can rely on. Whether it's fixing problems, providing consultancy or just offering advice, Moore's Roofing Supplies know that they can count on ACUTEK.



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