



FUTABA TENNECO

Toyota parts manufacturer, Futaba Tenneco, is a well-established Burnley based company. The organisation places significant importance on its reputation for delivering excellence and efficiency, and is particularly reliant on state of the art technology supported by an innovative IT infrastructure.



When we went onsite to see the business for ourselves, we realised Chess was different to other providers. Instead of rows of technical people you couldn't speak to, everyone seemed happy to work there. We got a warm feeling as they were so open and honest. It made a big difference to our decision.

JUSTINE HEATON
FUTABA - DIRECTOR

ICT



SECTOR
Manufacturer

SOLUTION
**Hybrid Cloud Migration
End-to-End Support**

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Reassessment Leads To Redesign

An average of 10-15 lorry loads leave the plant daily, often on a just-in-time basis, so if systems go down for more than an hour or two, it creates major problems for picking, scanning and shipping and the business grinds to a halt – meaning Toyota doesn't get any parts.

In 2013, Chess was appointed to implement an infrastructure upgrade and provide reliable long-term IT support.

A key requirement in the selection process was the ability of a provider to take a leading role in the development of Futaba Tenneco's IT infrastructure. Chess had successfully implemented a handful of smaller projects previously and a visit to Chess Head Office really impressed Futaba.

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Chess was onsite as long as was needed to get everything right. If things took a little longer than Chess had quoted us, the engineers just got on and did the job, and didn't surprise us with requests for additional budget.

JUSTINE HEATON
FUTABA - DIRECTOR

A Change of Direction

Initially approached to update existing on-premises infrastructure and to support the business via a competent and responsive helpdesk, Chess uncovered more information about the functionality that was required, and presented a possible alternative; a move to the cloud.

Having reviewed the core performance that was required for users, Microsoft Office 365 was the obvious answer. Users could be provided with the tools and functionality they needed without investment in server hardware, making the business less reliant on its on-premise infrastructure.

Although Futaba could exploit cloud and virtualisation, overnight change can be a daunting and Chess took care to listen to Futaba's concerns.

Having decided upon a hybrid cloud migration alongside an end-to-end support contract, Chess began the process of upgrading Futaba Tenneco's systems, desktops and servers. Chess virtualised all Futaba's data to HP servers and HP 3Par storage, removing the need for numerous physical servers. As part of the project, Chess updated end-user devices that were more than 3 years old, providing users with up to date laptops for optimum performance.

The organisation was surprised at how seamless the implementation was and were thoroughly impressed by Chess's commitment to getting the project completed properly.



Innovative Solutions

Since the move to a new infrastructure and the cloud, Futaba Tenneco has experienced a wealth of benefits, with Chess continuing to look for innovative solutions that will improve the efficiency and profitability of the business.

In a recently completed project, Chess reviewed the process for reporting and tracking required repairs to machinery:

The Process

Breakdowns and maintenance issues affecting tool room machinery were logged on paper-based reports filled out on the factory floor and submitted manually.

These were then reviewed, prioritised and allocated to engineers for action.

Once the job was completed, the breakdown report was filed onsite

The Impact

The paper based reporting method didn't allow for a deeper understanding of underlying trends, for example, how often particular machines required attention, how long each type of repair took and the associated cost of individual events.

Without this level of management information, prioritisation of engineers' time could not be entirely accurate.

Retaining paper records demanded every increasing storage space.

Solution

Having already moved much of the IT infrastructure to the cloud, Chess was able to leverage the potential of a number of applications already utilised by the business to create an easy to use, efficient process:

- The worksheet used to report an issue was liked by the users, so has been retained as the initial step in the process. Crucially, however, it's now scanned in, and associated with the machine to which it corresponds, via a dropdown menu on the printer.
- This scanned output is then sent to SharePoint, where all the relevant information is collated
- Chess created tailored made reports which can be downloaded in Excel, allowing the Production Manager to see at a glance what's in need of attention, when a machine needs to be back in service and, where there are repeated events, help inform root cause analysis.
- Work can be prioritised depending on need, minimising the impact on the business.
- Jobs are allocated electronically to engineers, who log when a job is started and completed, allowing for an accurate record of how long work has taken, with mobile devices enabling the onsite logging of progress.
- With all information now held online, the need for dedicated storage facilities have been eliminated, freeing up much needed space.



Summary

Working closely with Chess throughout the projects, Justine Heaton is delighted with the changes made to Futaba Tenneco's IT setup. As she summarised, "They're a great business to work with, very open and honest and competitive on price. I wouldn't hesitate in recommending them."



About Chess

At Chess, we design and deliver award winning bespoke ICT solutions and services to meet your needs.

Our 25 years' experience, 80 strong ICT Team, outstanding customer service and technical expertise are just a few of the things that sets us apart. But the real key to our ICT partnerships lie within our people. We're passionate about technology and unlocking its potential, we're focused on listening, understanding, unearthing unique solutions and building trusted relationships. Our people are committed to our core values: Quality and Passion, which is why we're fast becoming one of UK's most trusted ICT partners.

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