



Integratech has been working with the UK division of DEKOMTE, based in Gloucestershire, for some time now. DEKOMTE manufactures and supplies fabric and metal expansion joints as well as corrugated hoses and accessories. The company was founded in 1978 and has grown into a global business employing over 300 people in 13 countries.

DEKOMTE is constantly working to improve its products in terms of their technical quality, performance, value for money and sustainability. In order to achieve this, a strong IT infrastructure is essential.

“I have no hesitation in recommending Integratech, and we are looking forward to the support of our systems in the future.”

**Jake Waterhouse, Managing Director,
DEKOMTE de Temple (UK) Ltd
www.dekomte.com**

Overview

DEKOMTE was not happy with its existing IT systems and was looking for an IT partner to help move the business forward. Integratech approached DEKOMTE's UK division based in Gloucestershire and had initial discussions about possible solutions. A complete system audit was carried out that highlighted areas for improvement. There were numerous network problems that DEKOMTE were experiencing including poor reliability, licensing issues, conflicting servers on the same network, and backup problems. It was apparent that previous additions to the company's IT infrastructure did not adhere to industry standards.

Jake Waterhouse, DEKOMTE's UK Managing Director explains: "A comprehensive report was issued and Integratech engineers discovered a series of underlying problems with the existing infrastructure."

"Despite server hardware being sound, it had been incorrectly configured, allowing DNS and DHCP conflicts to occur. This caused periods of extreme slowness of the network and applications."

The Solution

When choosing a new IT partner, DEKOMTE had to be very careful that they chose the right company that would help move the business forward. Jake has been delighted with the thorough approach of Integratech when outlining appropriate solutions and the way in which engineers have communicated IT terminology in easy-to-understand vocabulary. "The personnel involved from Integratech have all been very good at communicating the key actions and explaining cause and effect without the detailed IT jargon."

A clear understanding of business needs must be established when discussing ways in which IT solutions can help. Business growth is important to DEKOMTE, and it was this which led Integratech to implement these key

solutions:

- **A complete health check of all IT equipment was carried out**
- **Windows Small Business Server re-installed and correctly configured, ensuring all client machines were correctly connected to the domain**
- **Fully implemented centralised email via Microsoft Exchange**
- **Secure VPN links were set up**
- **Antivirus issues were resolved**
- **A backup system was installed ensuring all critical data was safe and secure**
- **Additional client PC issues were resolved**

DEKOMTE also benefit from ProActive support. Technicians actively monitor the main server to ensure efficiency. Jake knows the value of having an IT support contract: "On an ongoing basis we have now implemented a support contract with Integratech that will cover our ongoing requirements."

The Benefits

DEKOMTE now has a properly configured network that is aligned to industry best practices. The VPN links have aided in establishing links to new international subsidiaries. DEKOMTE's system is actively monitored to ensure it is running smoothly and without problems. The company now benefits from a much faster system which is easier to manage and causes little problems. This has led to increased company productivity, allowing the business to focus on growth strategies.

Integratech has an excellent ongoing relationship with DEKOMTE and are always discussing new ways in which they can use IT as a tool to move the business forward. Jake concludes: "I have no hesitation in recommending Integratech, and we are looking forward to the support of our systems in the future."