



Customer Case Study



C6 Solutions
Our Experience – Your Solution



“It is a given our Manufacturing Team will deliver the planned performance. BCC ensures the I.T. systems don't let them down”.

- Andrew Barry Financial Controller

THE CUSTOMER :

C6 Solutions have been making chemicals and supplying customers worldwide for over 80 years. Our 74 hectare site at Castleford, West Yorkshire, is one of the best equipped in the business. We have in excess of 500m³ reactor capacity including pilot and small scale plant and can produce products in any quantity, from a few kilos to several thousand tonnes.

We are committed to producing quality chemicals, safely and efficiently and to delivering the services and solutions that satisfy the specific chemistry needs of our customers. Our experience in single and multi-stage synthesis is considerable our collateral provides visitors with an introduction to our capabilities and expertise.

THE PROBLEM :

Commercial pressures required a step change in both the analysis of our performance and the timeliness of such analysis. Sophisticated I.T. systems provided the solution for C6. Supporting these systems in-house did not make economic sense. BCC did.

THE SOLUTION :

BCC provides C6 Solutions with Managed Services supporting IBM AS400, Sun Sparc and Compaq Alpha machines running critical Plant Maintenance, Quality and ERP systems. Disaster recovery is also provided for these platforms.

Support is provided 24 hours a day, 7 days a week, 365 days a year and provides a proactive approach to minimising user-reported faults and maintaining 99.9% system up-time.

C6 IT staff are now able to concentrate on moving the company forward and Internal IT Staff holidays and absence are no longer our concern.

THE RESULTS :

We have reduced our management reporting cycle by more than 50% and the uptime of our main I.T. systems is at an historical high.

The internal I.T. culture has moved from 'fire-fighting' to one of managed development and reduced support costs have released finance for internal skills development.

BCC Group specialises in the support, management and technical development of computer system solutions for a wide variety of industries. Established in 1987, they have steadily expanded their range of services by building and investing in a group of professional consultants, each bringing their own unique, individual skills to form the team they have today. BCC Group has personnel based in a number of regional locations throughout the UK, providing individually tailored support functions to a number of companies, ensuring that the level and type of service is designed to meet each individual clients' needs. Their goal is to enable their clients to optimise their business operations and maximise returns from their core competence, whilst BCC provides them with prompt, professional and skilled IT services.