



## Customer Case Study



*The cooked ingredient company*



**“From BCC supporting one server back in 2001 we are now completely reliant on them for all our IT needs”**

**Andy Green, Finance Director  
TMI Foods Ltd.**

### **A BRIEF OVERVIEW :**

TMI Foods moved into the production of cooked bacon and other ingredients in 1993 after concentrating in previous years on the production of a variety of raw meat products. The first oven was installed in 1993. Due to the growth in demand for cooked bacon, TMI invested in a second oven a year later prior to opening an additional production facility in 1996. Continued investment has resulted in a further three ovens being installed by the end of 1999. The level of investment and variety of cooking processes has enabled TMI to also offer roasted vegetables, cooked sausage and an innovative range of cooked bacon rollers.

#### A Clear Focus on Quality and Consistency

TMI Foods expertise and resources have helped to build a unique reputation for cooked bacon and ingredients. The Company works closely with its' customers to manufacture products to precise specifications and are committed to making a real difference to customers competitive edge by supplying portion controlled food-safe products. This requires selecting the best raw materials and combining them with the latest technology and production methods. TMI believes they are the only supplier in the marketplace with the capability to cook via one of three processes - convection, microware or infra-red.

The result is quality, cost effective products to a consistently high standard.

### **THE PROBLEM :**

TMI Foods were the smallest division of a £200M food Group. The Group decided to install a common business system across all divisions. As there was no dedicated IT Department at TMI Foods a resource had to be identified to enable installation of the new server and software, ongoing support & maintenance and the establishment of a Disaster Recovery procedure.

TMI Foods selected BCC Group based on their relationship with the supplier of the application software and their experience and credibility in the providing IT Support and Solutions.

### **THE SOLUTION :**

BCC successfully implemented the new business system on time and within budget. A subsequent server crash, due to a hardware failure, presented the opportunity for BCC to demonstrate that the disaster recovery procedures worked effectively. The incident also underlined BCC's commitment to their customer by a member of staff staying on site all night until the server was fixed. As a result of their performance in dealing with the problem, TMI decided to use BCC for the maintenance and support of all their IT equipment which now comprises 4 servers, 40 pc's plus various other equipment.

## **THE RESULTS :**

Outsourcing the management of the IT infrastructure to BCC has enabled TMI to control IT investment aligned to core business objectives through a period of sustained growth. This has been achieved without having to employ a specialist IT Manager who most likely would not have the wide range of skills available from BCC.

TMI users call the BCC support desk directly to log any issues and this has greatly speeded up the resolution of problems. The service response on everyday matters allows the staff at TMI to get on with their jobs rather than having to think about IT.

TMI have also used BCC for a number of other projects including supplying and setting up hardware, database solutions and work on their website.

**BCC Group** (BCC) specialises in the support, management and technical development of computer system solutions for a wide variety of industries. Established in 1987, we have steadily expanded our range of services by building and investing in a group of professional consultants, each bringing their own unique, individual skills to form the team we have today.

BCC have 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. Our goal is to enable our clients to optimise their business operations and maximise returns from their core competence, whilst we provide them with prompt, professional and skilled IT services.



**For more information about BCC products and services in general or this Case Study in particular, please contact:-**

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