



Cable company sees the up-side of cutting down-time

Draka UK is one of Europe's top ranking suppliers of electrical energy, fire performance, communication and data transmission cables.

When you turn on the lights in your house and office or use a computer, it is likely that the necessary wires and cabling came from Draka – and if you're unlucky enough to be caught in a fire, the functionality of the life-saving alarm system could rely on Draka's special fire performance cabling.

Communication Vital

A subsidiary of Draka Holding NV, the major international cable group, Draka UK needs to keep in constant contact with its holding company's head office in Amsterdam and with its UK manufacturing plants in Derby, Leeds, Llanelli and Washington, Tyne and Wear.

In an increasingly competitive market, it also needs efficient lines of communication with both suppliers and a customer base which comprises of in the region of 3000 electrical wholesalers, contractors, OEM's and specialist distributors.

At the centre of the company's communication network is Draka's UK IT team headed by IT Manager, Ian Hamilton.

Damaging Failures

"We must stay in control and in contact and to do this we installed a Microsoft Exchange email system," said Ian Hamilton.

"However, we were experiencing incredible difficulties with an increasing number of program failures resulting in the collapse of our email system."

For the solution to his problems, Ian turned to Enline plc, a recognised authority on HP equipment which has supported Draka UK for 20 years.

"Enline suggested that the HP TopTools Remote Control Card would be a good innovation because it would enable their experts to go-online, diagnose the problems and quickly correct them" said Ian Hamilton.

"TopTools was installed by Enline in September 2000. The card was slotted into our HP NT server, the TopTools software installed, then it was all configured and connected to a modem. It was as easy as that."

Problems Solved

It was not long before TopTools was put to the test at Draka. "Recently our external email system failed," added Ian Hamilton. "The expert at Enline dialled into our system via TopTools and fixed it in 20 minutes. Previously it would have meant that our system would have been down for a day – and if there was no consultant available to come out, that could have been two days."

"TopTools means that we don't have to keep an expert on our payroll and we don't have to pay for expensive visits. More importantly, it has stopped loss of business through our lines of communication being down for long periods of time. Having TopTools has taken the worry away."

Draka UK has been an HP customer for 30 years, starting in the 1970s with HP 3000 mini computers, moving on through most models in the 3000 range and now using a vast selection of HP desktops, laptops and printers. "HP are a solid and reliable company that is why we use them," said Ian Hamilton



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