



## NEAL'S YARD REMEDIES



### Managed Services from K3FDS keep Neal's Yard Remedies running smoothly

#### CLIENT PROFILE:

Neal's Yard Remedies is a leading independent British manufacturer and retailer. At their eco-headquarters in Gillingham, Dorset, they formulate and make the UK's largest range of organic health and beauty care products.

Since they were founded in 1981, Neal's Yard Remedies has grown into a multi-channel retailer offering their natural and organic product range through independent high-street stores, distributors, online and more recently through a network of NYR Organic Consultants who take their iconic blue bottles to homes across the world. With turnover expected to grow to £50 million in the coming years, the business continues to open stores on the high-streets across the UK as well as growing their presence in the United States and have plans to double the size of their production facilities.

#### QUICK VIEW:

##### PROJECT OBJECTIVES

- Secure support for their entire IT infrastructure
- Increased IT efficiencies without increased management costs
- A strong partnership with a knowledgeable IT partner

##### RESULTS

- Peace-of-mind across their entire essential IT framework
- Broad, scalable support
- IT expertise without in-house investment
- Guaranteed response times and uninterrupted services

## BACKGROUND:

From the very early days of the business, the core focus at Neal's Yard Remedies has been on designing and creating organic products which enhance people's wellbeing. The management team at Neal's Yard decided only to bring in-house those areas of the business which would directly drive that focus and add perceived value to the end products. So with an IT team of one, Neal's Yard decided to appoint a strong outsourced IT partner to support them across their entire IT infrastructure.

" I stay with K3FDS because when I pick up the telephone and talk to their support team, they can always help - they've never not been able to fix something for me. "

**Jason Cook, Head of IT**

## BUSINESS REQUIREMENTS:

Like many small and mid-sized businesses, a strong and reliable IT network is critical at Neal's Yard Remedies and the consequences of not managing it properly would be disastrous. But in a hugely diverse business, with high-street stores from Cardiff to Covent Garden and over 100 people working at the head-office, managing and maintaining that infrastructure is not a straightforward task. So Neal's Yard Remedies chose a Managed Service model as the most cost-effective and reliable alternative for them and after researching the market, selected K3FDS as their Managed Service partner.

### **Breadth and depth**

A Managed Service offering brings many advantages to Neal's Yard. Firstly, as a hugely dispersed organisation, the contract with K3FDS can offer them scale. Jason Cook, Head of IT at Neal's Yard Remedies explains, "We have 40-odd shops all over the country; I could have a problem with a PC in Newcastle and a PC in Kent and one person just can't cover all of that. So the scale of the team I'd need and the skills I'd need in order to support my dispersed IT mean that I'd have to have a huge team of people just in case." With offices across the whole of the country, K3FDS are, however, well-placed to offer regional support and quickly send a technician into the stores if necessary.

### **Peace-of-mind**

Secondly, the business was also keen to ensure consistency, both in terms of knowing that their hardware and operating systems are efficiently managed and available 24/7 and in terms of their IT budget. As Neal's Yard has grown into a multi-channel global business, the complexity of the infrastructure has grown too. And, with just Jason Cook employed in the internal IT team, Neal's Yard Remedies are always looking for a way to drive efficiencies without increased management costs or the need to invest in lots of IT resources.

### **IT expertise without the overheads**

Like many businesses, Neal's Yard were keen to have access to the very latest IT knowledge without the overhead of bringing people in-house, the ongoing cost of training and the natural turnover of skilled staff.

"It's just like having your own IT team, just sitting at K3FDS instead of here."

**Jason Cook, Head of IT**



## THE SOLUTION:

“We don’t have to worry about staff overheads, managing peak periods or holiday cover and keeping on top of training requirements” explains Jason Cook. “Working with K3FDS, it’s like having your own IT team just sitting at K3 and they handle all of that for me”.

K3FDS have been maintaining all the hardware and offering 1st, 2nd and 3rd line support for the software at Neal’s Yard Remedies for over eight years and the relationship continues to grow.

Thanks to a modular monthly contract with K3FDS, Neal’s Yard Remedies have the peace-of-mind that K3FDS will handle their entire installed IT infrastructure with unlimited telephone support and onsite visits by skilled technicians. The team at K3FDS now manage all of their User Administration processes, adding, removing and changing user rights. They offer full break-fix on Neal’s Yard’s many laptop PCs and printers in stores and at their HQ, offering temporary replacement machines if the problems takes a longer time to fix. They also monitor and fix their servers and maintain their operating systems. Every month, technicians from K3FDS visit the Neal’s Yard premises, either the Dorset HQ or one of their stores, to install new equipment and review the roll-out of any new systems.

K3FDS have also introduced Sentinel for Neal’s Yard, a useful tool which allows Jason Cook to monitor the health and performance of their hardware himself. What’s more, a 4 to 8-hour break-fix guarantee means that Neal’s Yard Remedies know that they never have to wait long for K3FDS to solve any IT problem.

The relationship extends also to application support for their Sage ERP application – Sage 1000 – which K3FDS implemented to underpin the business’ finance and manufacturing processes. This one-stop shop approach serves to further underpin the strong working relationship between the two organisations.

“I regularly go out and review my contract and K3 are very competitive; not only do they give a good service but it’s a good service at a right price.”

**Jason Cook, Head of IT**

## RESULTS:

“These days, I rely quite heavily on K3FDS” states Jason Cook. “It’s a cost-effective way for me to manage my IT resources”. He remains impressed with the level of knowledge within the team at K3FDS and no matter what challenge he throws at them, they are always able to help. With annual reviews of the Managed Service contract, the Neal’s Yard team are also reassured that they are continuing to get value for money and feel confident that their essential IT systems are in safe hands.

## WHAT ARE MANAGED SERVICES?

K3 Managed Services provides the delivery and management of network-based IT services, applications and equipment to small to mid-sized companies. Services cover both network implementation and network support – every aspect of your IT management infrastructure. Managed Services can help you reduce IT management costs and significantly improve the performance of your systems.

You can choose from a full range of services to suit your business – everything from reactive support desk service to complete design, supply implementation and proactive support of a brand new network infrastructure. K3FDS can even become your virtual IT department, giving you complete peace of mind over the support and maintenance of your systems.

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