

CASE STUDY - NORTHSIDE TRUCK & VAN

Russell Hallowes

Aftersales Director

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With a managed services solution, Nybble have proved to be reliable and accessible around the clock- vital for our business.

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The Client

Northside Truck & Van sell and support Mercedes-Benz Commercial Vehicles from a network of seven branches across Yorkshire and North Lincolnshire. In February the company was crowned Mercedes-Benz Van Retailer of the Year at the manufacturer's annual Van Academy awards, where it also won no fewer than five of the remaining 11 awards. At the corresponding Truck Sales Masters event, Northside won the Mercedes-Benz Truck Sales Dealer and Mercedes-Benz Financial Services Dealer awards.

Technology is crucial for the business and has played a major role in the success of Northside. Outsourcing their technical requirements meant investment could be concentrated on growth. Having established an excellent reputation within the Motor Industry for IT Solutions, Nybble were asked to provide Managed IT Services to the Northside Group.

Our Solution

A 24/7 business needs 24/7 support and this presents no issues to Nybble. Proactive remote monitoring allows us to offer immediate support when issues arise. We pride ourselves on one of the fastest response times in the industry ensuring minimal downtime. With good Infrastructure Support, Data backup and Disaster recovery, the Nybble solution for the Northside group also includes:



Outsourced IT Helpdesk

Remote Support for help with all issues including Kerridge.



Dealer Solutions Support

Including Xentry, EVA, EPC/WISASRA and many others.



Hardware Supply & Setup

Fully configured systems for immediate plug & play.



Infrastructure Planning

Design, supply and installation of network infrastructure.



Disaster Recovery

No business should be without a disaster recovery plan in place.



24/7 Remote Assistance

Professional support technicians available to assist remotely.



Dedicated Onsite Assistance

Sometimes problems can only be explained face to face. This is also available 24/7.



WAN & Internet Solutions

ADSL, Leased and MPLS lines energise your business with good connectivity.



Wireless Solutions

Xentry, Workshop Wireless, Guest Wireless & Managed Wireless.



Kerridge & MB Support

Areas like K-Print, Reporting, integration, Clocking 24hr and specific module support.



Exchange Server Support

On premises email server support and monitoring.



Secure Data Backup

On premises and clouded backup solutions.