



## Programme Details

The ICT Advisory Service provides businesses with free, practical and impartial advice on all aspects of information and communication technology (ICT). ICT Advisors are available to meet with client companies to discuss the use of ICT within their business and identify potential improvements.

## The Company

BA Components manufacture foil wrapped kitchen and bathroom doors in Cookstown, County Tyrone. Products are sold directly to kitchen showrooms and retailers throughout the UK and Ireland. The company had utilised IT systems very heavily throughout the business and the order processing and manufacturing systems were driven by an in-house bespoke system.

## The Challenge

Management recognised that the business was heavily dependent on a bespoke in-house management information system which had been developed over a number of years, running on Microsoft Access. Whilst this system provided excellent functionality for many aspects of the business, it was thought to have serious performance issues and was not coping well with the level of transactions being processed.

## The Solution

An initial visit by the Invest NI ICT Advisor confirmed the client's concerns in relation to the ICT infrastructure within the business and the non-conformance of the in-house systems. It was recommended that the client avail of the Invest NI e-business consultancy programme to carry out a

thorough review of ICT infrastructure within the company.

The consultants report identified significant issues in several areas, including server and desktop hardware, software and active network components. In particular the existing servers and networking topology were thought to be putting the business at significant risk in terms of business continuity. There was a real danger that the lack of redundancy and resilience in the current set up could result in significant and costly downtime in the event of a failure.

As a result of the consultancy exercise a plan was put in place to completely overhaul the company's ICT infrastructure using recognised best practice. The project also resulted in proposals to review the development of the in-house order processing system with a view to ensuring that current and future code was following recognised standards.

Brian McCracken of BA Components said "The engagement with the Invest NI E-business team helped us to take the necessary steps to introduce a more secure, robust and efficient ICT infrastructure. We now have increased confidence in the reliability of our systems and have seen significant improvement in performance of our core business software."

