



Building Locally
Competing Globally

Eglinton Timber

December 2008



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

Eglinton Timber is a manufacturer of pallets and recycles used pallets. This is a specialist market with only one competitor in Northern Ireland, although there are two in the Republic of Ireland. They have been established since 1986 and currently employ 50 staff. More than half of their output is exported, with most going to the ROI and some to GB. They sell directly to commerce and fleet transport companies.

The Challenge

The company operated three small pallet manufacturing machines which required a lot of setting up time and manual intervention. The overall result was that production output was at a poor level for the amount of floor space used.

There was no ICT access to the yard office which meant that the manufacturing specification documents in use were frequently found to be out of date.

The Solution

Invest NI's ICT Advisor was engaged with the Client throughout the process of selecting the appropriate solution; a MIS grant was made

available to assist with the cost of the software solution, its implementation and user training.

The software solution allows them to design the product (new and refurbished pallets) and control a mixture of standalone machines from a single user friendly interface.

Implementation of the new manufacturing system was carried out by the machine manufacturer, based in Spain. Remote access software has allowed the supplier to provide the higher level of support that will be needed to support two high capacity machines.

Norman Blair of Eglinton Timber was delighted with the time saving from the new software. "It has drastically cut the setting-up time and machine down-time", he said. The time taken to get the new machinery and software on-line was less than expected and benefits rapidly proved the benefit of the very significant investment.



ICT ADVISORS

ICT Advisors are technical specialists with expertise in all areas of ICT. They are available to provide advice on:

- purchasing and implementation of computer systems or software
- project management of systems implementation
- internet, e-mail, website design and search engine marketing
- e-commerce, financial systems and customer relationship management
- networking infrastructure

Recommendations on way forward

On referral from your Client Executive an ICT Advisor will help you assess the current ICT position of your business, discuss requirements and compile a report on capability with recommendations on the way forward.

ICT Advisors offer a tailored approach to a business issue. Invest NI clients have made significant savings in terms of human and financial resources as a result of efficiencies from ICT improvements.

Who is eligible?

ICT Advisors are available to all Invest NI clients.

Contact

Please contact your Client Executive if you feel your business will benefit from this service. Alternatively you can also contact:

Alison Nicholl
E-business Team
Invest Northern Ireland
Bedford Square
Bedford Street
BT2 7ES

T: 028 9069 8768

E: Alison.nicholl@investni.com

