



▼ MR CLUTCH

INSIGHT HELPS MR CLUTCH IMPROVE PRODUCTIVITY AND MEET THEIR SECURE COMMUNICATION NEEDS

Mr Clutch operates in over forty locations, the company provides a wide range of services from fitting clutches and brakes to installing manual transmissions.

As the company has grown, they have extended their offer to include MOTs, vehicle servicing, batteries and exhausts to complement their core business and meet customers demands.

Brothers, Joseph and Will Yussuf, established the company in 1982, and are both still involved with the business today. The company's focus is on providing a large range of value-for-money products and services, customer satisfaction is at the heart of the company.

"The business and reputation at Mr Clutch has been built on providing a high quality service from our experienced and dedicated staff. Meeting customers' expectations and providing value for money is critical to the ongoing success and growth of the company," explains Mike Kinslow, Mr Clutch IT Manager.

The Challenge

The effectiveness and productivity of Mr Clutch was being affected by its network.

"We were leasing a software based virtual private network (VPN) that was expensive, slow, unreliable and continually falling down.

At any one time, we had six or seven branches that were facing technical issues; it became a constant battle to transfer data between the branches and our head office. We had to continually call them to re-boot their PCs. Too much valuable time was being wasted and it was having a real impact on the day to day operation of the business.

Important sales and stock information was being delayed which meant that we could not easily produce reports that were needed to make strategic decisions.

It was important that we found a robust, secure and scalable solution that would meet our communication needs with a company that we could rely upon."

AT A GLANCE

Client Profile

Mr Clutch has rapidly grown to become one of the leading autocentres in England.

The Challenge

The effectiveness and productivity of Mr Clutch was being affected by its network.

The Solution

Insight has helped Mr Clutch by delivering a network that reaches all of its autocentres, providing the high quality of service to deliver business-critical applications.



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The Solution

Insight was one of two suppliers that were invited to tender.

"I decided to work with Insight because the solution they suggested was superior and at a better price. I was also confident with their technical knowledge and felt that they could help us to deliver our ICT strategy now and in the future.

All of the routers and the firewall were configured, staged and tested at Insight and installed over three days, between Christmas and New Year's day, the quietest time of the year for us.

Three Mr Clutch technical field staff worked hand in hand with Insight in delivering the new solution. We had excellent technical support and if necessary the router settings could be changed on-line from the Insight Head Office. The installation process went very smoothly, I found Insight an easy company to do business with."

The Benefits

"The intelligent Cisco network designed and delivered by Insight has stopped all the issues we were experiencing before. We now have far more control on the network and if necessary can easily manipulate the branch computers on-line from our Head Office.

This new solution has freed up our time considerably, we now do not have to get branch staff involved as there are no technical issues, this has meant that they can concentrate on their core jobs, maximising customer satisfaction."

There is now a far quicker and easier flow of important information across the business.

"There has now been a large increase in productivity of 95% when using applications. We have achieved our objectives of reducing costs, improving communications and gaining greater control, the ROI was within 18 months.

Because of the speed and reliability of our network we have implemented a live, webbased, quoting system. Customers simply fill in their requirements on-line, this is sent automatically to the local branch for them to quote quickly and interact with the customer. This will result in more business, we could never have used this important means of differentiating ourselves before.

There is now a far greater functionality and efficiency in the company as the speed of our business processes has improved. Now we have a resilient IP network, we can use instant messaging. This has enabled us to improve our communications to the branches. Staff can now instantly send and receive emails. By utilising the settings in the routers we have been able to provide access to the internet, limiting its use to business relevant sites.

Insight were very receptive in listening to our requirements and advising us on our strategy going forward. We now have a strong working partnership and I have found them an easy company to do business with. Their attention to detail, can do attitude and personal service is far superior to other companies I have come across."

The Outcome

- » Secure communication
- » Greater functionality and efficiency
- » Improved network performance
- » Increased productivity
- » Reduced operating costs
- » Improved service

We have achieved our objectives of reducing costs, improving communications and gaining greater control."

**Mike Kinslow,
IT Manager, Mr Clutch**

Who is Insight?

Insight is a technology solutions provider serving global and local clients in 170 countries on all continents. Today, thousands of clients, including more than 80 percent of the Global Fortune 500, rely on Insight to acquire, implement and manage technology solutions to empower their business.

Insight provides software and licensing services globally. In addition, we offer a comprehensive portfolio which also includes hardware and value added services for our clients in North America and the U.K.

We are aggressively expanding our global capabilities by introducing new offerings, including hardware and services, to meet emerging needs for our clients worldwide.

Insight is ranked No. 477 on *Fortune Magazine's* 2008 'Fortune 500' list.

