ADVENT
one

DUNLOP®
FLOORING

How Dunlop Flooring Found
a Scalable and Reliable IT
Solution with **Zero Data Loss**

What keeps a manufacturing company from running smoothly? When you've been around for as long as Dunlop Flooring has, you know the answer is often bottlenecks in operations and breakdowns in the supply chain. And only a robust IT system can overcome that.

For over 50 years, Dunlop Flooring has been committed to quality and customer satisfaction. But managing complex enterprise resource planning (ERP) applications and safeguarding data across multiple locations makes constant connectivity and security a significant challenge – especially without a dedicated internal IT team.
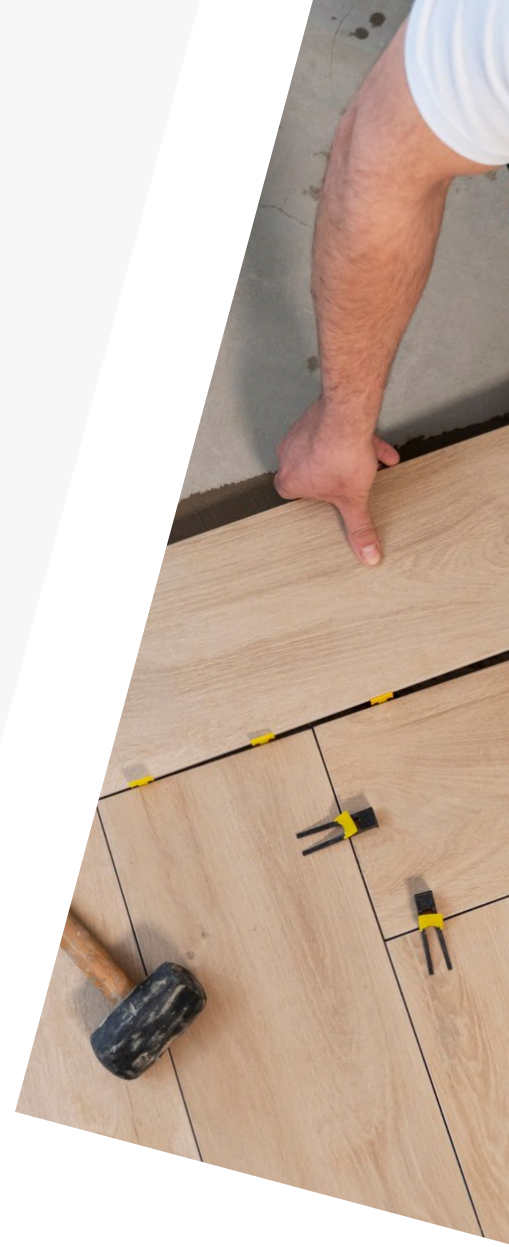
The burden of complex IT management

As a company that relies on seamless operations to serve clients nationwide, Dunlop Flooring needed a reliable IT infrastructure to support critical business operations. And worrying about downtime, data security risks, and high in-house IT costs would keep the team from focusing on product innovation and customer service.

Every minute of unexpected downtime means delayed orders, lost productivity, and scrambling to get systems back online.

Dunlop Flooring's business depends on uninterrupted access to data. Without backup and disaster recovery protocols, their information wouldn't be safe.

Building an internal IT team capable of managing complex systems would be costly and time-consuming.

To address these challenges, Dunlop Flooring quickly realised the importance of outsourcing their IT.

Enhanced efficiency, predictable budgets, and peace of mind

Recognising the need for a safe and efficient IT strategy, Dunlop Flooring partnered with Avent One through another MSP. They secured a hosted managed cloud service customised to support their IBM i platform and product resource management system (PRMS) application. This solution included:

Backup and recovery

The protocols enhance business continuity, ensuring data is protected and recoverable. Given the high costs and technical expertise required for internal disaster recovery, outsourcing this to Advent One is a cost-effective and secure solution.

Proactive monitoring and patching

Regular maintenance keeps systems running smoothly, preventing issues from disrupting inventory, payroll, and ERP functions.

Service delivery management

With fixed-cost pricing and regular updates, Dunlop Flooring can budget confidently and focus on core business activities.

Recent platform upgrades further elevated Dunlop Flooring's managed services experience. Advent One adopted a flexible, on-demand approach, allowing the company to access additional capabilities as their needs evolve.

Seamless support with expert IT management

Thanks to Advent One's managed services, Dunlop Flooring successfully strengthened its operational resilience, achieving peace of mind and enjoying reliable data security, with no data loss since their partnership started in 2018 – and with the broader team largely unaware of IT issues.

Freed from IT challenges, Dunlop Flooring can invest in business growth, knowing their IT is handled by experts. The scalable infrastructure also allows flexibility without large, upfront costs for new hardware.

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"Advent One has been true to its word in providing seamless connectivity and dependable service. We've never had a single issue in almost eight years."

-Sanjay Senanayake, Financial Director

Is your IT setup holding back your operations?

Let's explore how Advent One can deliver seamless, reliable technology support for your business needs.

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