



“I would not hesitate to recommend IT Group International to any other company seeking both hardware and networking support, as well as software development.”

*Chris Pegg,
Managing Director*

Customer Background and History

Grainger Building Services Ltd was formed in July 1974 when the Grainger brothers decided to separate specialist roofing activities from other construction activities.

Grainger are specialist contractors providing wall cladding, metal roofing, roof glazing, flat roof and structural waterproofing solutions to the Construction industry.

Based in Belfast and Glasgow, Grainger work in many industry sectors from schools and prisons to supermarkets and among these can lay claim to several high profile projects such as Falkirk Football Stadium and the Tesco Superstore in Dingwall, which serves a very wide community in Northern Scotland. Another very high profile contract, visible to anyone flying into Belfast City Airport, is the first IKEA store opened in Ireland, which Grainger completed in early 2008.

Having recently won Silver in the National Federation of Roofing Contractors Ltd Safety in Roofing Awards, Grainger continues to expand and deliver outstanding results to a wide variety of customers.



Previous System Challenges

Based on key lessons learned from the implementation of previous business systems and support of these systems, one of the key decision criteria for Grainger in selecting a new supplier was to ensure that they would receive a high level of responsiveness and support with a commitment from the supplier to upgrade them to new versions of the core system in a timely and cost effective manner. The ability of the selected supplier to support Grainger's network and hardware infrastructure was also of critical importance.

Solution

IT Group International works with Grainger to provide support for the core NAV2CIS Construction Sector solution as well as specialist networking and infrastructure support in both their Scottish and Northern Ireland operations.

One of the most important aspects that Grainger had to consider was to work with a provider that had the ability to respond effectively to every requirement. Chris Pegg, Managing Director of Grainger states, "We are suitably impressed with IT Group's responsiveness and ability to meet our sometimes demanding requirements".



In the near future, Grainger are embarking upon the implementation of a SharePoint-based document management system with IT Group International, together with other specific areas of software development.

In addition to this, Grainger were one of the first companies to pioneer IT Group International's in-house developed solution NAV2PDF. Grainger have benefited significantly from implementing this solution that enables purchase orders, remittance advices and invoices to be emailed out securely and in batches if required as personalised PDF's.

When describing NAV2PDF, Ed Jackson, Financial Director of Grainger states "we have been able to streamline business processes associated with the emailing of business documents and have found that the system has paid for itself in a very short space of time."

Experience of IT Group International

As a company that has experienced many aspects of what IT Group International has to offer - from implementation of new solutions to support of current systems - Grainger are a valuable source of reference to the company.

Chris Pegg states, "I would not hesitate to recommend IT Group International to any other company seeking both hardware and networking support, as well as software development."



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