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# Customer Success Story

## MT Cold Storage Solutions

**MTcss**

COLD STORAGE SOLUTIONS

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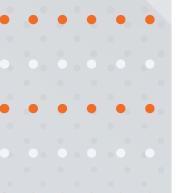
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# Customer Success Story
## MT Cold Storage Solutions

## Overview

MT Cold Storage Solutions (MTCSS) faced significant IT challenges, including system instability, limited remote access, and inefficiencies in data handling. EBC Group provided a seamless migration to a Single Session Citrix DaaS solution, ensuring stable, efficient access for all users.

The comprehensive support and training offered by EBC Group resulted in a stable environment, reduced system errors, and improved collaboration. MTCSS is now equipped with a reliable IT infrastructure that supports their operational needs and enhances productivity.



> "The follow up meetings with EBC's Head of Pre-Sales to really understand day to day challenges was pivotal in getting the right solution for the business. Meetings with the technical team who were managing the project also helped to understand timescales and next steps, which was incredibly helpful.

## About MT Cold Storage Solutions

MTCSS are specialists in temperature-controlled solutions, offering services ranging from cold room and high-speed door installation to retail refurbishments and spares. Since 2007, they have built a reputation for expert advice, efficient installations, and exceptional aftercare service across various industries, including food & drink, agriculture, pharmaceuticals, and more.

## Challenges at a Glance

**Access and Functionality**
Project Managers lacked direct access to data, relying on accounts for information.

**System Instability**
Increased users caused software and hosted environment instability, leading to frequent errors and system dropouts.

**Remote Access Limitations**
Sage Remote Data Access couldn't support the necessary number of users, limiting remote work capabilities.

## Solutions at a Glance

**Seamless Migration**
Transitioned from Multi-Session Remote Desktop (RDS) to Single Session Citrix DaaS solution, providing stable and efficient access.

**Comprehensive Support**
Provided face-to-face meetings, detailed breakdowns of services, and post-transition training to ensure smooth adoption.

**Enhanced Performance**
Improved system stability, reduced errors, and ensured consistent performance for all users.

## The Challenge

MTCSS were experiencing significant operational challenges due to their existing IT setup. As a company heavily reliant on Sage 50 for their accounting needs, they valued the functionality of the software but struggled with its lack of cloud capabilities. They had previously employed a cloud-based costing package, which allowed multiple users to access data remotely. However, integration issues and limitations within that application forced MTCSS to move away from it. Consequently, the burden on their accounting software increased as more users needed remote access.

This strain revealed critical weaknesses in their Multi-Session Remote Desktop (RDS) server setup, which could not efficiently support the growing number of users. Project Managers, who needed immediate data access, had to rely on information from the accounts department, leading to delays and inefficiencies. The RDS server's instability caused frequent system errors and dropouts, disrupting daily operations and reducing productivity. The Sage Remote Data Access was not designed for the high user volume MTCSS required, necessitating a robust and scalable solution to address these issues.

> " *I am pleased we now have an environment everyone can access securely and feel there is increased collaboration on working documents.*

## The Solution

To resolve these challenges, EBC Group proposed and implemented a migration from the Multi-Session Remote Desktop Server (RDS) to a Single Session Citrix DaaS (Desktop as a Service) solution. This solution was chosen for its superior ability to handle individual user sessions, ensuring a stable and efficient environment. The transition process was meticulously planned and executed to ensure minimal disruption to MTCSS operations.

The EBC Group team conducted face-to-face meetings with MTCSS to thoroughly understand their business requirements and provide a comprehensive review of their current IT solutions. Detailed breakdowns of services and costings were then provided, allowing MTCSS to make informed decisions.

The new Citrix DaaS solution provided MTCSS with a stable environment where all users experienced consistent performance. Access to the host platform was streamlined, significantly reducing system errors and dropouts. Additionally, the improved setup facilitated better usage of SharePoint and Office 365, further enhancing productivity and collaboration across the company.

> " *The process of switching from RDS to Citrix was pretty much seamless, everything was working within the day and I was very impressed by the Technical team who were on site to support us not just on the day of switch over, but for a considerable time afterwards to ensure queries were picked up and dealt with swiftly and efficiently.*

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