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Customer Success Story

TEC Electric Motors



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Overview

TEC Electric Motors partnered with EBC Group to address several critical challenges, including the need for a reliable IT provider. TEC Electric Motors had experienced a decline in service quality and slower response times from their previous IT supplier, coupled with a lack of personal touch and a conveyor belt of staff handling singular issues, which hindered effective relationships and consistent support.

TEC Electric Motors faced several technical issues, such as a server room filled with obsolete equipment, the need for a dedicated VPN, and unresolved problems from a failed server migration. EBC Group was selected due to their strong reputation for managing complex IT requirements and their commitment to a personalised service, which TEC Electric Motors felt was missing from their previous engagements. EBC Group's ability to efficiently and effectively handle these intricate needs made them the ideal choice for TEC Electric Motors.



“Any IT company can solve IT issues, but not all IT companies are willing to build rapport with their clients like EBC Group do.”

About TEC Electric Motors



Founded in 2006 by Scott Edwards, Tina Edwards and Gareth Richardson, TEC Electric Motors set out with a bold vision: to dominate the industry by delivering exceptional customer service, supported by reliable suppliers and offering proven, high-quality, and dependable products such as electric motors, inverters, and gearboxes, that are distributed across the automation industry.

Starting from humble beginnings in a cramped warehouse and a small office, TEC Electric Motors has consistently grown on average at a rate of £1.5 million per annum. This growth has not only expanded their sales but also expanded their team and enhanced their facilities, now functioning with 40+ employees at their 90,000 square foot HQ in Hartlebury, with further branches in Sheffield and Somerset, embodying TEC Electric Motors' commitment to excellence and their evident drive to lead the market.

A stock holding of over £16 million and approximately 2 Million units sold since inception makes TEC Electric Motors the largest independent electric motor supplier in the UK. Backed by a 24/7 365 day call out line; “Exceptional customer service” is at the core of the company's beliefs.

Challenges at a Glance



Server Room

Server room had redundant equipment and needed some new equipment and some old deadwood taken out



VPN

TEC Electric Motors needed their Sheffield branch to have a branch VPN



Porting Issues

When TEC Electric Motors' sever was previously changed, their old server was left on a VM which the previous IT provider were unable to port over, when they attempted this, it tampered with the configurations connected to it so they immediately just reverted it back, so this problem was never solved



Lack of Personal Touch

TEC Electric Motors felt like they had lost the personal touch from their previous IT provider, response times were getting slower and slower, not able to form relationships with people there and felt the staff were not listening to them when explaining the issues at hand

Solutions at a Glance



Server Migration

Migrated TEC Electric Motors servers with no disruption to their operations



Onboarding Process

Thorough onboarding process in which EBC Group went above and beyond from what was highlighted on the checklist of things that needed to be done



Watchguard Fix

TEC Electric Motors' watchguard wasn't protecting outgoing traffic, it was sat there essentially doing nothing until EBC Group came in and fixed this



Wi-Fi Controllers

EBC Group changed the Wi-Fi controllers and resumed control of them as they were previously not able to use/log-in to them

The Challenge

TEC Electric Motors faced a series of significant challenges that required prompt and efficient solutions to ensure operations ran smoothly. One of their primary concerns was being able to create a trusted relationship with their IT providers. As service quality declined with their previous IT supplier, TEC Electric Motors felt that there was a lack of personal touch with the service they received, which had gradually diminished over time. Response times became slower, and the revolving door of staff allocated to singular issues meant they were unable to form meaningful relationships with those handling their IT issues. This lack of continuity and personalised service became an increasing issue.

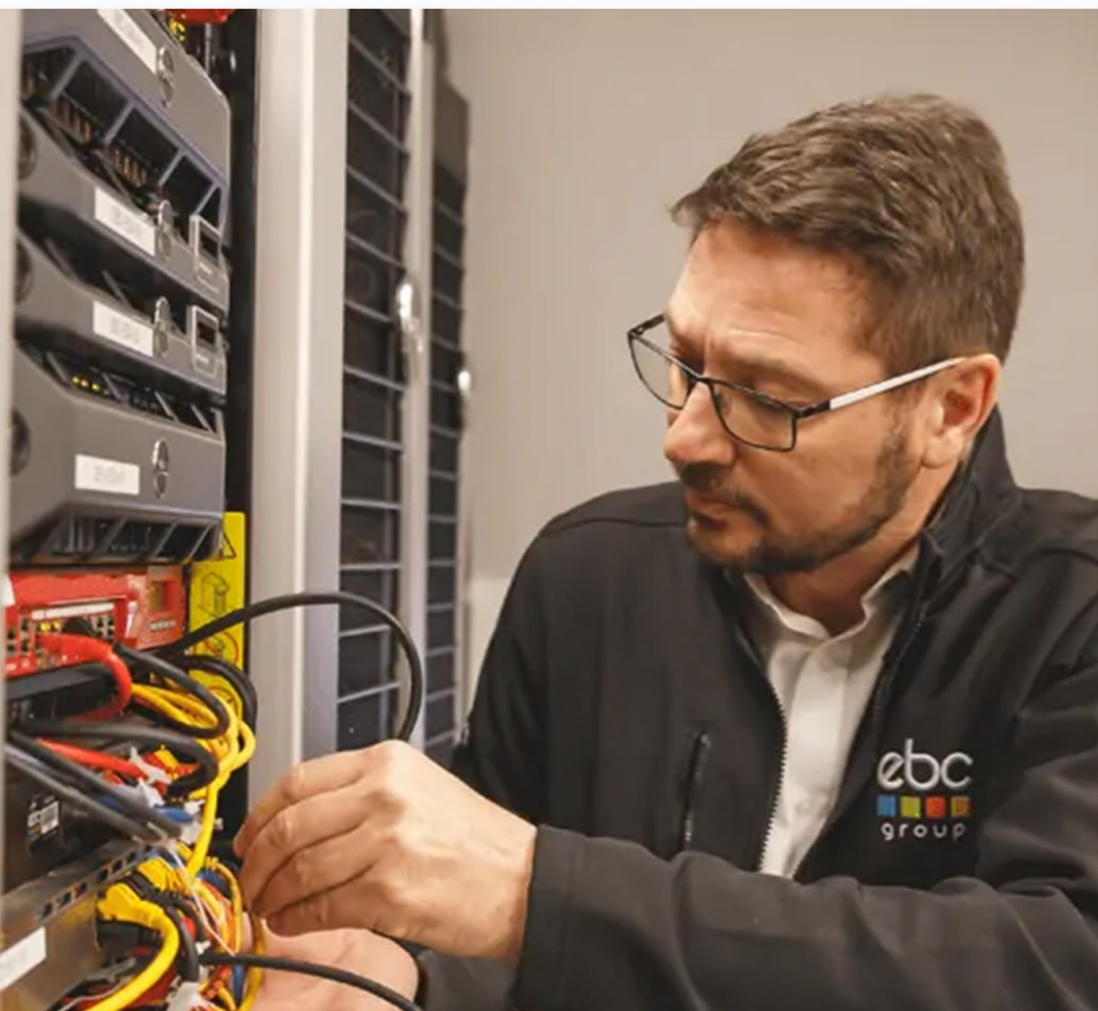
TEC Electric Motors' server room became filled with redundant equipment, necessitating an overhaul to introduce new, efficient hardware and remove obsolete components. TEC Electric Motors' Sheffield branch, crucial to their operations, also needed a dedicated VPN to ensure secure and seamless connectivity across locations.

Further unresolved issues stemmed from a previous server change. The old server had been left on a virtual machine (VM), and their previous IT company failed to port it over successfully. Their attempt to migrate the server resulted in a configuration issue, forcing them to revert to the old setup, leaving the problem unsolved.

Recognising these needs, TEC Electric Motors were drawn to EBC Group due to their reputation for handling intricate IT requirements efficiently and effectively. TEC Electric Motors were confident in EBC Group's ability to address their specific needs and enhancements that were needed. TEC Electric Motors were particularly impressed by EBC Group's commitment to providing a personalised service, a quality they felt had been missing from their previous IT engagements.



It doesn't matter who you speak to at EBC Group, they'll help you out there and then, I never feel shunned away no matter what avenue I go down when giving EBC Group a call.



The Solution

When EBC Group stepped in to address the challenges that TEC Electric Motors were facing, several critical issues were quickly identified and resolved. One of the primary problems was the ineffectiveness of TEC Electric Motors' watchguard, which was not setup correctly in order to protect outgoing traffic and thus failing to provide the necessary security that TEC Electric Motors were paying for. The Watchguard solution was effectively dormant until EBC Group promptly reconfigured this to ensure comprehensive protection for both incoming and outgoing traffic, significantly enhancing TEC Electric Motors' network security.

In addition to this, EBC Group also took control of the Wi-Fi infrastructure. The existing Wi-Fi controllers were inaccessible, preventing TEC Electric Motors from managing their wireless network effectively. EBC Group replaced these controllers with new, manageable ones, restoring full control and functionality to TEC Electric Motors' wireless network.

A significant part of EBC Group's intervention was the migration of TEC Electric Motors' servers. This process was crucial to eliminate the longstanding issues caused by the previous failed server porting attempt. EBC Group successfully migrated the servers, ensuring a seamless transition with no disruption to TEC Electric Motors' operations.

EBC Group's thorough onboarding process was another key factor in this successful intervention. EBC Group went beyond the given checklist of issues, addressing not only the highlighted issues but also identifying and resolving additional issues that had not been recognised. This comprehensive approach ensured that TEC Electric Motors received a robust and reliable IT infrastructure, restoring their confidence in their IT support services and providing a human-touch element to the service that they were lacking previously.

“We believe in credit where credit is due, and we are so happy with EBC Group. I know we're paying for a service but the people delivering the service could be carrying it out in a miserable manner and they're not, everyone at EBC Group are genuinely really nice people.”



ACHIEVEMENT MILESTONES

2008



2008 saw TEC Electric Motors' first move into a bigger premises at Rushock Trading Estate, giving them the opportunity to support growing sales, investing in a more comprehensive stock profile continuing to add new products to their existing range, as well as increasing their sales team.

2011



By 2011 they had already outgrown their new larger warehouse. Needing more space, and with a new additional plot purchased, the internal sales and accounts team soon outgrew their existing office space, and with more warehousing space, were able to create an official gearbox department & specials division. TEC Electric Motors utilised their old office space converting their original unit into a conference room and the warehouse space into a motor stock.

2013



2013 saw continued growth throughout the UK leading to the opening of the TEC Electric Motors North branch. Based near Sheffield, the branch carries a mirrored stock range to that of TEC Electric Motors HQ, meaning no matter where you are in the UK, TEC Electric Motors are always close by to support their customer's needs.

2015 - 2016



By 2015, the new premises were ready for a spruce up. Their offices were extended, including new kitchens, bathrooms and fully re-decorated offices, as well as bringing the technology up to date with a brand-new training room & product exhibition area. In 2016 TEC Electric Motors attended their first Drives & Controls show, where they were able to highlight how far they have come over the years, as well as being able to showcase their abilities to existing and new prospective customers.

2017



2017 saw their biggest year yet, achieving sales exceeding £15m. It is safe to say that all the hard work and dedication from the entire work force, as well as continued support from their valued customers has paid off. In 2018 TEC Electric Motors moved into their new 90,000 square foot property, with the expansion bringing more skilled staff and even larger stock holdings.

2018 - PRESENT

TEC Electric Motors continued to march forward meeting the industry challenges with vigour and enthusiasm. The Team have 20/20 vision which saw the company hit £20m sales by year 2020. TEC Electric Motors Southwest opened up in Highbridge Jan-24, offering even more coverage for breakdowns and stock requirements. Further growth is planned for 2024 and 2025, with new product ranges being added on Motors, Gearboxes and Inverters.



The Seamless Switch to EBC Group

The transition to EBC Group as TEC Electric Motors' IT service provider involved a timing element to ensure minimal disruption to ongoing operations. Once TEC Electric Motors determined the optimal moment to switch suppliers, EBC Group was immediately prepared to execute a seamless transition.

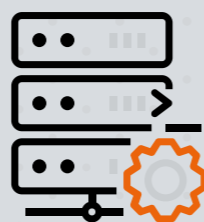
EBC Group was given a tight timeframe of 1 month to address a substantial amount of work. Understanding the urgency, EBC Group immediately began by conducting a comprehensive review of all tasks that needed completing. This review process helped to immediately identify and prioritise the work based on urgency and impact on TEC Electric Motors' operations.

This strategy ensured that critical issues were addressed first, providing immediate improvements to TEC Electric Motors' IT infrastructure. By following a structured plan, EBC Group efficiently managed the workload, ensuring that all necessary tasks were completed within the given timeframe. This methodical approach not only met TEC Electric Motors' immediate needs but also laid the groundwork for a more stable and reliable IT environment moving forward.

There were no unexpected additional costs during the transition to EBC Group's services from their initial quote, even with numerous additional IT issues being addressed by EBC Group and subsequently dealt with. This reinforced TEC Electric Motors' confidence in their newfound partnership.

Understanding TEC Electric Motors' need to avoid downtime, EBC Group meticulously scheduled implementations during specific windows— including Friday evenings and weekends—ensuring that there was no disruption to TEC Electric Motors' operations. This strategic timing allowed TEC Motors to remain fully operational during peak business hours.

“I've got nothing but praise in terms of the time management and the way everything was handled from start to finish.”



Sales Enquiries

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From Transition to Trust

The responsiveness of EBC Group's team was another standout aspect of the transition. Dan, who managed the transition for TEC Electric Motors, noted the quick turnaround times for task completions. Tasks like securing NCE licenses, were completed promptly, demonstrating EBC Group's efficiency and dedication.

EBC Group also facilitated communication with TEC Electric Motors' previous IT supplier, alleviating the burden on TEC Electric Motors and ensuring a smoother transition, taking a weight off their shoulders in the process. This proactive approach helped streamline the entire process and allowed TEC Electric Motors to focus on their core business activities.

Throughout the various phases of the project, Dan maintained regular contact with EBC Group's project managers. This ongoing communication not only kept the project on track but also fostered strong relationships between TEC Electric Motors and EBC Group's team. Dan appreciated the opportunity to engage with different team members for different parts of the project, helping him to gain insight into each aspect of the process.

Overall, TEC Electric Motors said they felt extremely comfortable and confident with EBC Group as their IT service provider and were assured that any issues arising in the future would be swiftly addressed and resolved, reinforcing their trust in the new partnership.

An example of why TEC Electric Motors were so pleased with EBC Group: "An installation engineer from EBC Group was working at TEC Electric Motors doing some site work in the server room and some of TEC Electric Motors' employees had IT issues arise whilst he was down there. EBC Group's engineer was always happy to lend a hand in order to sort all of these other little issues out whilst he was down there, he also took the time to show us some of the features on the domain controller for his own knowledge."

