



TGC Provides an IT One-Stop Shop for a Commercial Vehicle Dealer

Client: Imperial Commercials is the largest Independent Commercial Vehicle Dealer Group in the UK.

Problem: Imperial Commercials was using a number of different IT suppliers and had a number of different support contracts and needed to simplify and consolidate them.

TGC was one of these suppliers and put in a tender to supply further services.

Solution: TGC was able to offer a one-stop shop for Imperial Commercials which included support, servers, printers, desk-tops, laptops, uninterruptible power supplies, toner cartridges, and run rate.

TGC was able to demonstrate its knowledge, expertise and service in each area and was then able to win more and more of Imperial Commercials' business.

Technology: In particular, TGC was able to offer a cost-effective and efficient printing solution to suit Imperial Commercials' specific needs. They had a number of printers in vehicle workshops up and down the country which would need regularly replacing because of the environment they were being used in. TGC was able to offer a repair and clean service and even solve problems over the phone. It was also able to offer printer cartridges from a 3rd party supplier at a fraction of the cost of branded cartridges. These cartridges come with a guarantee that any printers that become faulty within 6 months of using them will be replaced.

Benefits:

- High levels of service
- One point of contact for all IT issues
- Cost and efficiency savings

TGC are the provider of choice for a large part of Imperial's IT estate. Why? Because they are responsive, helpful, innovative and above all they care. I cannot recommend them enough.

Scott Thompson, IT Service Manager, Imperial Commercials

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