

Metals Direct

Gorleston and Norwich
www.metalsdirect.co.uk

“I can’t fault the service provided by the Netcentral team – we can always get hold of them, they answer queries promptly and their response is positive rather than finding problems. To anyone planning a system overhaul I would definitely recommend discussing options with Nik as soon as possible to save money, time and hassle.”

Lennie Gent | Director

Background

Metals Direct are independent multi metal suppliers with over 40 years experience, based in Gorleston, Norfolk.

Initially the company approached Netcentral in 2012 for a relatively minor problem with a Mac computer – having been recommended by the Norwich Apple Store, as the problem was beyond their remit.

Lennie Gent, Director commented “Although the problem wasn’t complex in the grand scheme of things, we needed it fixing and Netcentral provided helpful advice over the phone. The problem was solved quickly and efficiently so we could get back to focussing on our work.”

Why Call Netcentral?

In 2016, the Gorleston-based business opened a sister company in Norwich – Fine City Fasteners – which presented the challenge of a centralised system which could be easily accessed by PC and Mac users across both sites, as well as a switch to Sage 50 Accounts throughout the business.

The Solution

Netcentral proposed a GraphOn GO-Global server, which allowed seamless access to Sage Accounts from PCs and Macs at both sites. Previously users had to completely shut down and restart their computer to use different software packages – now Sage can be open side-by-side with Mac applications with no detriment to performance, resulting in a dramatic streamlining of office processes. This also allowed the integration of the Gorleston and Norwich locations onto one system, further speeding up internal procedures.

In addition, Fine City Fasteners email was set-up on Microsoft Office 365 plus Microsoft Office was updated to the latest version across both sites.

GraphOn GO-Global Server

Sage Accounts

PCs and Macs

Multiple Sites

Microsoft Office 365

Client Feedback

“Although we already had a good working relationship with Netcentral, we did approach a few other IT providers to discuss options for the new system and obtain comparative solutions. However, it soon became clear that no one else really knew both sides of Apple and PC as well as Nik. We sought references from past customers that had completed similar projects with Netcentral – who all reported positive feedback – so this, along with previous work completed for us, gave us full confidence that they were the best guys for the job.

“Any concerns I had about switching our system were quickly laid to rest when Nik outlined the proposed solution. To ease us in the hardware was set-up and trialled on-site prior to go-live to make sure all users were familiar and confident before launch date. The system is still quite new but any teething problems have been swiftly resolved.”

Lennie Gent | Director