

SUPERFAST BUSINESS CHAMPIONS



CASE STUDIES

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CHAMPION	PROJECT APPLICATION
IT WEST Phil Allatt	 Cloud  New software
SEA COMMUNICATIONS Robert Woolf	 Collaboration  Platform for Communication
DATASHARP James Fairbairn	 Cloud  New IT Support Service
MINING SEARCHES UK Paul Raglan	 Cloud  App  Remote Working
LETCHECK Adrian Kelly	 Cloud  App  Remote Working
SCIENTIFIC SERVICES Tim Hamilton	 Remote Working  Collaboration  Video Conferencing
ELKLAN Henrietta McLachlan	 Video Communications  App
RAM GASKETS John Hicks	 New Software
ALTCOM Andy Jupe	 Cloud  New Software Development

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CHAMPION	PROJECT APPLICATION
HOTELPERFECT Andrew Risley	 Cloud  New Software Development
NELSON STOKES Mike Bullen	 Cloud  New Software Implementation  Collaboration tool
SULLIVAN CUFF Michael Barritt	 Cloud  New Software Implementation  Remote monitoring
AMBIENT PRESSURE DIVING Suzanne Coombes	 Cloud  Collaboration  VOIP
GOONHILLY EARTH STATION Limited (GES) Steve Jones	 Data transfer
MICROTEST Mike Andrews	 Cloud  New Software Implementation
RICHFORDS FIRE AND FLOOD	 Cloud  App  Remote working
PACKET SHIP TECHNOLOGIES Paul Clark	 New Software Development

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CHAMPION - IT WEST

Founded 10 years ago Hayle based IT West provide a comprehensive range of technology solutions including computer infrastructure, website solutions, telephone & VOIP as well as "Cloud solutions you can touch".

Superfast Business Cornwall is part funding them to develop an innovative cloud based solution called One White Box. The approach is focused on the provision and management of an integrated IT platform for business. The software includes web site content management, eCommerce with integrated back office systems. Interfaces into existing accounting systems can also be established. One White Box is highly customisable and can also be configured to fit bespoke business requirements.

They are ready to launch to market and are keen to collaborate with others who may be working with their target customer base. They have a strategic plan to focus on markets where web integration is important, focusing heavily on ecommerce.



Phil Allatt, Owner - IT West



Digital Business Enabler – Mike Robertson



Cloud



New Software

CHAMPION - SEA COMMUNICATIONS

Sea Communications is a service design agency based in Penryn. The company's day to day focus is designing sustainable services and brilliant customer experiences.

The new venture involves creating a social networking platform called 'Made Open' for individuals, communities and organisations to connect around shared interests and projects. The support and funding are has enabled them to employ highly skilled staff and create an enterprise-ready tool that can be scaled.

Currently in the development phase, Made Open comprises two distinct routes to market – a 'vanilla' platform that will be free-to-use and a 'white label' environment for bespoke client application.

The platform has attracted interest from local government, charities/NGOs and large businesses across the U.K. and abroad; all of whom appreciate the importance of "bottom up" participation in the delivery and optimisation of services.



Robert Woolf, Director – Sea Communications



Digital Business Enabler – Mike Robertson



Collaboration



Platform for Communication

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CHAMPION – DATASHARP

Truro based Datasharp UK, an award winning national independent provider of business telephone solutions, connectivity and networked photocopiers is implementing a project to expand the portfolio of services it offers to clients across the UK.

Datasharp was the first business to engage with Superfast Business Cornwall and have been our pilot all the way through. They were the first to reach each milestone they have given and continue to provide valuable feedback on service development.

Datasharp has an enviable national and international client base and they are embracing the opportunities brought by Superfast to develop new cloud based IT support services to satisfy their clients' demands for a "one stop shop" for their technology. They have invested substantially the business development which has already created 7 new jobs. Datasharp is now a Microsoft Gold partner and has been awarded many other accreditations. The project utilises superfast broadband to support cloud services and remote server back up and remote assistance to customers.



Kevin Glendinning, James Fairbairn, Paul Hayes
- Datasharp



Digital Business Enabler – Mike Robertson



New IT Support Service



Cloud

CHAMPION – MINING SEARCHES UK

Redruth-based Mining Searches UK carries out mining search reports assessing risk to properties, land and developments, and has recently expanded to cover the whole of the country after starting in the South West.

The company's transformation project is to create a new web service to enable customers to remotely access mining information.

This remote mobile access to in-depth geological and survey reports is a new service that enables trading UK wide and into international markets.

They have already created three new jobs and expect to employ another two this Autumn.



Paul Raglan, Managing Director – Cornwall Mining Searches



Digital Business Enabler – Steve Edwards



Cloud



App



Remote Working

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CHAMPION - LETCHECK

Pool based LetCheck Inventories, a leading inventory report supplier to landlords and letting agents, is implementing a project to expand the services it offers to clients across the UK.

The project centers around the development of a cloud-based app for property inspectors to use as an onsite information gathering tool. Of huge benefit to LetCheck's existing lettings industry clients, the tool will also allow LetCheck to expand into additional markets that require similar tools for field based staff.

The funding and support from Superfast Business Cornwall will allow LetCheck to double the size of its team in Cornwall and expand its nationwide base of clients.



Sam May; Adrian Kelly, Director - LetCheck Inventories



Digital Business Enabler – Stu Anderson



Cloud



App



Remote Working

CHAMPION – SCIENTIFIC SERVICES

Scientific Services provides asbestos testing and Legionella consultancy. The company is based in Redruth, Cornwall in a state-of-the-art laboratory and has mobile laboratories throughout the South West.

They are developing a new IT infrastructure to increase business efficiencies and facilitate growth into new markets.

The new IT infrastructure will allow more effective and efficient communications between the business, the mobile labs and customers, giving them the means to take advantage of technology-based tools such as video conferencing.

The project has already enabled them to create one job with another expected within the next couple of months. The business expects an increase the turnover by facilitating growth in existing markets and giving the team the time to explore new markets.



Tim Hamilton, Managing Director - Scientific Services



Digital Business Enabler – Stu Anderson



Video Conferencing



Collaboration



Remote Working

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CHAMPION - ELKLAN

Established since 1999 Elklan provide training material and deliver accredited courses for teachers, care providers, therapists and parents supporting children and young people with speech language and communication needs.

Elklan is developing a virtual learning environment to deliver e-learning courses to this growing market with additional real time training via video link to embed learning and ensure change in practice. A key aspect of the project is the development of an efficient e-portfolio system. Efficiency savings will enable the team to develop more training and resources to upskill the workforce and improve the support available to help children communicate and achieve at school.

They are in the process of developing an App to provide a speech clarity assessment, and an analysis of the results. This will allow them to penetrate new markets and deliver more both across the UK and overseas.



Henrietta McLachlan, Managing Director - Elklan



Digital Business Enabler – Steve Edwards



Video Communications



App

CHAMPION – RAM GASKET

Established since 1973, RAM Gaskets are at the forefront for manufacturing flat and flexible gaskets and seals. Their bespoke products can be found in products as diverse as Mars landers and deep mining machinery, garage forecourts, to sealing Damian Hirst's Formaldehyde Shark Tank and across a wide range of industries from Aerospace and Defence, Marine, Food Processing Electrical and more.

Around 60% of RAM Gaskets manufactured goods are exported – much correspondence is created with the customer – discussing technical requirements and manufacture demand, to specialist packing and shipping the goods for safe and on time delivery.

They continue to promote a seamless customer experience and are investing in new CRM and ERP software to allow them to catalogue designs, record client interactions, target new markets and intelligently measure the impact of their online presence.



John Hicks, Director – RAM Gaskets



Digital Business Enabler – Steve Edwards



New Software Implementation (CRM & ERP)

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CHAMPION - ALTCOM

Penzance based Altcom provides software and specialist consultancy services to the geothermal and oil & gas industries for the acquisition, analysis and interpretation of micro-seismic activity.

Altcom is embarking on a project to extend its micro-seismic monitoring software package, *microseisgram*, to enable it to be used for field data acquisition and for analysis to be undertaken by concurrent multiple remote users via a "cloud" database.

In the geothermal and oil & gas sectors, being able to have remote multiple team members monitor, process and analyse micro-seismic data as it is acquired in the field is a significant step forward. The Superfast project will enable real-time acquisition and processing supported by a remote database to facilitate multi-user operation in the field.

Altcom estimates this will result in a 50% increase in staff numbers and 20% increase in turnover and profit over three years. In addition, the project will enable Altcom to set up its own field services company, based in Penzance, with huge potential to serve a sizable national market.



John Cowles, Director - Altcom



Digital Business Enabler – Mike Robertson



Cloud



New Software Development

CHAMPION – HOTEL PERFECT

HotelPerfect are a leading Hotel Software provider based in Penryn, focusing on the Independent Hotel sector they currently support hundreds of customers throughout the UK.

Superfast Business Cornwall support has allowed them to invest in developing "Hotel Perfect Cloud", the next generation of Property Management System operating via the Cloud. Investing in this new technology will allow Hotel Perfect to expand its services to new and existing customers with increased functionality as well as lower cost, and forge new overseas markets.

The vision was to take a well-performing existing product and broaden its reach and functionality greatly by embracing the newest technologies so that HotelPerfect can become a forerunner in Cloud Hotel Software.

Their products and services manage all aspects of hotel operations from reservations to CRM and marketing, to revenue management. The new Hotel Perfect Cloud service will be able to compete and win on price and performance in the Hotel Software market.



Andrew Risley, Managing Director, Mel Kimpson - Databasics



Digital Business Enabler – Mike Robertson



New Software Development



Cloud

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CHAMPION – NELSON STOKES

Engineering company Nelson Stokes manufactures and assembles precision brake components from their factory in Camelford. They already export a substantial proportion of their sales and as part of a strategic expansion they have acquired two plants in Europe to further grow this proportion.

To facilitate communication between all three plants and to allow the business to be controlled from Cornwall they are implementing an innovative inventory system which each plant can interface with and see stock availability in real time.

This new infrastructure, combined with the introduction of a web based catalogue and reference library, as used by all major automotive aftermarket suppliers, will speed up penetration of new markets and establish the volume of business necessary to maintain a competitive stance. The project is currently in progress and they are in the process of finalising their stock control system and 3D drawing package.



Mike Bullen, Claire Baird, Mark Stokes, Harold Stokes
- Nelson Stokes



Digital Business Enabler – Stu Anderson



Cloud  New Software Implementation



Collaboration tool

CHAMPION – SULLIVAN CUFF

Camborne based software developer Sullivan Cuff hopes to see turnover triple to £3 million by 2016 as a result of Superfast Business Cornwall support to pioneer a new product.

The author of INRstar, the UK market leader for clinical decision support software for anticoagulation treatments, was founded in 1977 and has 25 staff and 4 directors. The project to develop the new software which will enable remote health monitoring will be completed by September 2014. £42,000 of the overall cost is being invested by Superfast Business Cornwall together with the support of a Digital Business Enabler who by coincidence has first-hand experience of the product.

Director Michael Barritt stated “This will ensure long-term sustainability of the company, and help us to provide more quality jobs in Cornwall. This support has enabled the company to drastically accelerate the project by providing support to fund the costs of outsourcing much of the development work now, enabling us to push ahead and ensure we don’t miss emerging market opportunities”.



Michael Barritt, Managing Director – Sullivan Cuff



Digital Business Enabler – Stu Anderson



Cloud  New Software Implementation



Remote monitoring

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CHAMPION – AMBIENT PRESSURE DIVING

For over 45 years Helston-based AP Diving has led the way in diving - innovating, designing and manufacturing diving equipment of the highest quality. The company has grown from a small family-business to an internationally respected dive manufacturer with a global network of dive instructors, distributors and support centers.

Support from Superfast Business Cornwall is enabling AP Diving to undertake a strategic change to grow the business. The centrepiece of the project is the implementation of a new Customer Relationship Management / Enterprise Resource Planning system that will revolutionise how the company manages its information.

The project has already enabled AP Diving to expand their team and to put in place a VoIP telephone system. The project will deliver growth in all areas and will allow AP Diving to expand its national and international client base.



Alex Wall, Martin Parker, Suzanne Coombes, Stephen Hare - Ambient Pressure Diving



Digital Business Enabler – Steve Edwards



Cloud Collaboration



VOIP

CHAMPION – GOONHILLY EARTH STATION Limited (GES)

Goonhilly Satellite Earth Station is a 157 acre site, located on the Lizard Peninsula in Cornwall. At one time over 300 staff worked from the centre which has been responsible for a number of global technological firsts including receiving trans-Atlantic satellite TV images in 1962 and broadcasting the first ever colour TV images. The Goonhilly site beamed images of the Apollo 11 moon landing, the Live Aid concert and the 1984 Olympics around the globe.

This project proposes to provide high bandwidth, resilient connectivity between five key, remote antenna sites and the Central Building, which will provide new operational flexibility, in parallel with significantly increasing the antenna's capacity to provide satellite services using modern, high speed, internet technologies. Data links will future proof the business capability and transform the business service. This additional capability will provide the potential to cost effectively develop new business opportunities.



Steve Jones, Commercial Director - Goonhilly Earth Station



Digital Business Enabler – Mike Robertson



Data transfer

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CHAMPION – MICROTEST

Based in Bodmin since the late 1970s Microtest are investing heavily in the development of their business with a project utilizing technologies enabled by superfast broadband.

Microtest's major customer is the NHS and they are moving to cloud based systems to further improve the software and support to the NHS. They will also be able to extend their non-NHS IT support to more local businesses.

The project has been a catalyst to them opening a new office in Saltash and they have already created 10 new roles with more expected.

They are hosting or managing IT services for 40 businesses and are keen to expand this aspect of their operations.



Mike Andrews, Project Manager - Microtest



Digital Business Enabler – Steve Edwards



Cloud



New Software Implementation

CHAMPION – RICHFORDS FIRE AND FLOOD

Richfords are in the business of 'giving people their lives back' after they have suffered events such as a fire or a flood; rapidly responding to incidents, taking action to reduce the impact of the incident by preventing secondary damage and using various technologies and procedures to enable a quick re-occupation of the premises, wherever possible.

The project will enable field technicians to pass and receive real-time survey data, to facilitate immediate collection and transmission of the location and status of our equipment and customer goods.



Production Manager,
Steven Richford, MD – Richfords



Digital Business Enabler – Mike Robertson



Cloud



App



Remote working

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CHAMPION – PACKET SHIP TECHNOLOGIES

The company produces software for video delivery. Their products are primarily marketed to Systems Integrators specialising in hotels, hospitals and cruise vessels, which use the software to run in-house TV systems such as movies on demand in guest rooms.

More recently they have also expanded into the consumer video service market, making use of the ability of Superfast Broadband to deliver high-quality video to homes.

They are developing an additional product, an electronic programme guide and user interface to run on top of their existing server products, which will enable them to offer a complete end-to-end solution.



Paul Clark, CEO – Packet Ship



Digital Business Enabler – Mike Robertson



New Software Development

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