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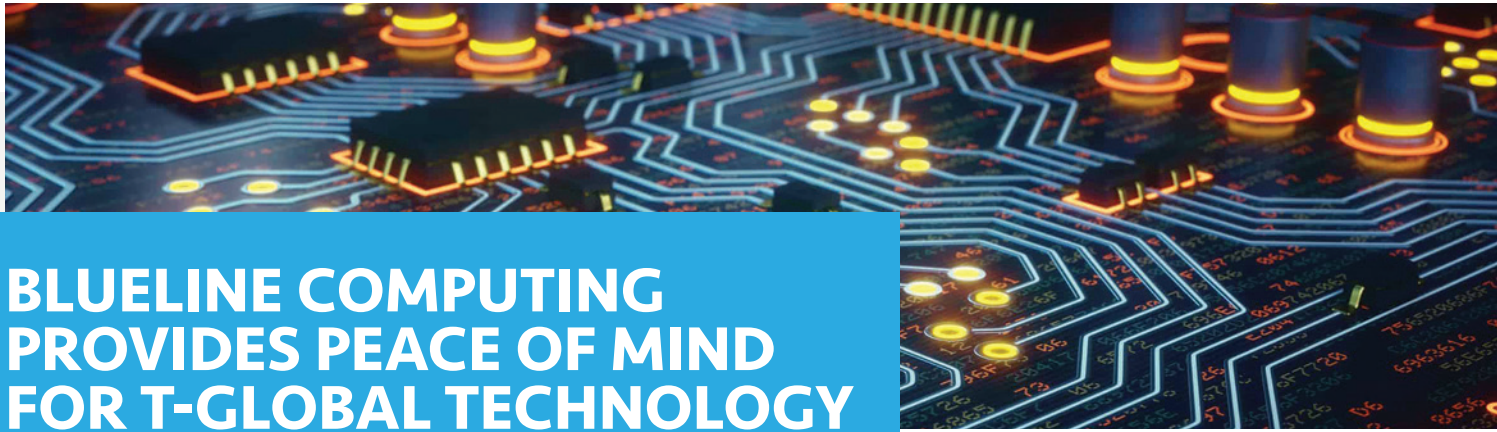
BLUELINE COMPUTING PROVIDES PEACE OF MIND FOR T-GLOBAL TECHNOLOGY

Overview

With a turnover of £4.5 million, Lutterworth based T-Global Technology UK is a wholly owned subsidiary of T-Global Technology Corporation based in Taiwan. The company is a leading supplier of advanced thermal management solutions. It designs, develops and manufactures its own range of interface materials primarily for the electronics, military, aerospace and automotive markets. T-Global's products enable system designers to control the amount of heat in a system and to dissipate more heat.

T·Global
Technology

Duncan Bell, managing director of T-Global in the UK explains why he is so enthusiastic about Blueline Computing: "Here in the UK, our business is predominantly focused in North America, mainland Europe, India and south east Asia, with only ten percent of turnover coming from the UK itself. That means we rely heavily on our IT systems to communicate with our customers around the world.

We have to be absolutely confident that these systems are robust and totally reliable. T-Global's IT systems were set up and maintained by Blueline for many years, but the big change came when Andy Marmoy bought the Blueline business. Since then, the support and advice that Andy and his team provide has gone to a completely different level."

"There's nothing that we've thrown at Blueline that they've not been able to deal with... if we have a problem we just call them and they sort it out."

Duncan Bell - Managing Director, T-Global Technology UK

A comprehensive managed service package

"Blueline look after every aspect of our IT from setting up laptops for new starters to the day to day maintenance and troubleshooting of our systems. We use Blueline in the same way most companies would use an internal IT department. Andy is very approachable and helpful, nothing seems to be too much trouble. If we have an issue, we contact Andy and he will fix it for us, either remotely or by coming out to our office when necessary. If relevant, Andy will also suggest how to avoid similar issues in the future. As a company, Blueline is always happy to provide advice and assistance with any IT matters and we know we can trust them to give us considered and unbiased counsel."

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"Here at T-Global we have about 12 Microsoft licences, we've got the main server, a mail server and an interface with Sage. But to be honest, I don't know much about all the details of our IT system because Blueline just sort it all for us."

Creating solutions to improve efficiency

"We used to spend a huge amount of time outside the UK and prior to Andy coming on board we had no access to our server when we were travelling. In fact, all of our team kept their work on the hard drive of their own computer and very rarely was work getting saved back to the main server.

We had been wanting to set up a VPN (Virtual Private Network) to solve the issue, but it never happened. When I mentioned this to Andy, he had a system set up within a matter of days. So now, wherever we are in the world, we log on to the VPN and have instant access to all our work on the main server. It's as if we are sitting at our desk here in the UK and it means that everything gets saved back to the server rather than being saved on different hard drives."

Expert knowledge and experience

"The team at Blueline are far more aware of developments in the IT arena and I've not come across much, if anything, that they don't know about. A couple of years ago we needed a new server and Andy was able to recommend the specification that we needed for our business going forward. Blueline sorted it all out and it was a seamless transition from the old to the new server.

There's nothing that we've thrown at Blueline that they've not been able to deal with. We've never been in a situation in the last five years where we've had a system down and Blueline don't know how to solve the problem. They can log in to our system remotely, so if we have a problem we just call them and they sort it out.

For us, the two most important attributes of an IT service and maintenance partner are knowledge and response time. Blueline are absolutely brilliant; we have no concerns about their performance whatsoever. We're fortunate to have them as our partner. They don't create problems, they fix them. End of. It's as simple as that," concludes Bell.

"As a company, Blueline is always happy to provide advice and assistance with any IT matters and we know we can trust them to give us considered and unbiased counsel."

**Duncan Bell - Managing Director,
T-Global Technology UK**

Want to know more?
If you would like to discuss how Blueline Computing can improve your IT systems, please contact Andy Marmoy at Blueline Computing on

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