



## Boston Duvet and Pillow Company

BDPC has evolved into one of the country's leading bedding brands and a name synonymous with quality and value. In 1826 Timothy Anderson opened a feather processing factory based on Pen Street in Boston, Lincolnshire. The rest, as they say, is history...

This reputation has taken years to establish and one the company does not take for granted... continuous investment in modern production techniques and information technology ensure the BDPC brand remains a market leader.

Ric Chapman, IT Manager at BDPC said "I'm excited to be part of a growing and forward thinking business. Investment in IT is an important part of BDPC's future as we seek to become more competitive in the market by building on a strong technical framework to help produce the products that delight our customers. As simple as it sounds, from an IT point of view we need to invest in technology that is future proof and work with vendor partners we can trust to deliver on time, to specification and within budget".

### The Challenge

BDPC previously had no formal support system in place; issues were tracked in an adhoc manner with endless corridor kidnapping. Ric said "we had no metrics, so we couldn't measure how well we were doing, or even if we had enough resources/staff to cope".

The business case for a service management tool set was accepted; the application would facilitate the adoption of "Best Practice" where applicable and facilitate a consistent call logging and response process. Ric said "we felt it was absolutely essential that we identify a product

that could be easily configured to meet our needs, be future proof in terms of industry standards and supplied by a vendor we could trust to deliver".

### The Solution

BDPC looked at numerous vendors that claimed to address the requirements of SME's. Ric said "vendors clearly targeted various business sizes which reflected heavily in the costs put forward to us. We tested a number of solutions thoroughly, Simplisys being the only vendor to come and meet with us and take us through the product by focusing on the particular areas of interest to us. Simplisys stood out as a mid-tier product incorporating some high-tier functionality, coupled with its ease of use and strong ITIL alignment, it was clear to the entire department as an obvious choice".

### The Result

Ric said "Installation and testing was a completely painless process. Details and the intentions that we submitted early on were refined in the system and reflected the processes/activities we wanted to achieve. The support received from Simplisys from demo to implementation was effective and refreshing; the team were on hand to address highly technical requests and helped us to design our own bespoke reports for the various management meetings. As a department we are now providing a much more effective support service to the internal customer base, meeting our SLA and feeding back the necessary KPI data required of us. Would absolutely recommend Simplisys and look forward to seeing how this product progresses".

