



## “They Were Fast, Efficient, And Have Eliminated All The Stress In Our Organisation”



German company Forestadent manufactures fixed and moveable orthodontic appliances, which are developed, produced and distributed all over the world. With over 250 employees based at the company's production facility in Pforzheim, the company exports to over 40 countries worldwide and operates offices in the USA, UK and Spain.

“We would recommend ZipTech to anyone. The service is personal, problems are solved immediately and they are slick, dynamic and commercially-aware. I have yet to encounter a better IT company.”

**Richard Peters  
Forestadent**

We were suffering from a catalogue of IT issues. Everything was cobbled together and we needed someone to clean up the whole system. Ziptech were brilliant. They systematically dealt with each problem. They were fast, efficient, and have eliminated all the stress in our organisation caused by IT problems.”

**Richard Peters, General Manager, Forestadent**

### Getting IT back on track

Forestadent was in a situation where its IT infrastructure was inadequate for its needs. Problems included:

- **Poor configuration**
- **Photocopiers not networked**
- **Servers repeatedly crashing**
- **Computers not talking to printers.**

With Ziptech on board, the situation turned around. Ziptech dealt with each of the problems and before long, Forestadent boasted a stable, reliable IT infrastructure and now enjoys continued IT support from Ziptech.

### Systematic approach

When Ziptech first went into Forestadent it had quite a job on its hands. Forestadent's IT was regularly failing and the company needed a troubleshooter. Ziptech's solution was to prioritise each problem, then handle each one based on urgency. Ziptech spent the first few months at Forestadent's offices getting everything back on track. Then, after three or four months it set up a remote connection enabling it to troubleshoot from a distance, while maintaining a crucial presence on-site once a week.

### Core benefits

While Forestadent is thrilled to be operating in an environment free from the stresses of IT meltdowns, it highlights the following measurable commercial benefits:

- **The ability to provide good customer service**
- **Elimination of downtime on order processing and dispatching systems – both of which require an internet connection**

### Positive referral

Ziptech was recommended to Forestadent by the latter's accountant and the group couldn't have wished for a better referral. “We could not carry on without their help,” says Richard. “They are very fast responding and get things done there and then.” This, continues Richard, compares to other companies who can take days to fix problems. “On one occasion, we were told (by BT) that it would take three days to re-establish our internet connection but Ziptech did it in a day.” The company is also impressed by Ziptech's competitive pricing.

### Final verdict

“We would recommend ZipTech to anyone,” concludes Richard. “The service is personal, problems are solved immediately and they are slick, dynamic and commercially-aware. I have yet to encounter a better IT company.”



*Richard Peters  
General Manager, Forestadent*

### **FREE no obligation Traffic Light audit**

Forestadent benefited from having an audit completed before they made a decision – you could benefit too. The audit highlights any issues in a simple **Green, Amber, Red** “Traffic Light” format and provides you with a fixed price quotation for your IT services.

To find out if your business would qualify for a free no obligation audit call Jim Simpson on **0845 1233 942** or email him at [jsimpson@ziptechservices.co.uk](mailto:jsimpson@ziptechservices.co.uk)