

flexeserve®

Nuttall



# Navigating Digital Transformation with Netitude



Discover how Netitude empowered The Alan Nuttall Partnership's digital transformation journey.

 netitude



We unite people, processes, and technology to propel businesses towards sustainable, **long-term growth.**"

**Published by the team at Netitude**

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# The Client

## The Alan Nuttall Partnership

The Alan Nuttall Partnership (TANP) is an employee-owned company with over 50 years of success. The organisation comprises two brands: **Flexeserve**, an industry leader in hot-holding and food-to-go solutions, and **Nuttall**, shopfitting and interior fit-out specialists.

### Flexeserve

Flexeserve has become a **world-renowned hot-holding manufacturer and food-to-go specialist**. Their innovative industrial technology ensures true hot-holding, maintaining food quality and temperature for the companies they serve. They've assisted coveted businesses and brands such as **Starbucks, Greggs, and Pret a Manger** (to name a few) in reducing waste, extending shelf life, and offering diverse food ranges.

### Nuttall

Nuttall is an organisation that **sets out to transform retail spaces**, creating functional and visually appealing environments for their clients. The company comprises of an experienced team that collaborates with clients to optimise project execution and a seamless process from start to finish.

# Strategic Roadmap

The Alan Nuttall Partnership (TANP), an organisation consisting of two separate brands - Nuttall and Flexeserve - decided to enhance their internal IT by partnering with our technology experts at Netitude Ltd.

The business recognised the need for technological evolution in this tech-driven era, and fortunately turned to a Managed IT Services Provider rated amongst the top 5% of MSPs globally, ranking 307th in the MSP501 worldwide and 24th in EMEA.

This case study covers exactly how we successfully managed the existing IT structure to help TANP start its journey towards digital transformation.



Adam Harling  
Managing Director





# The Brief

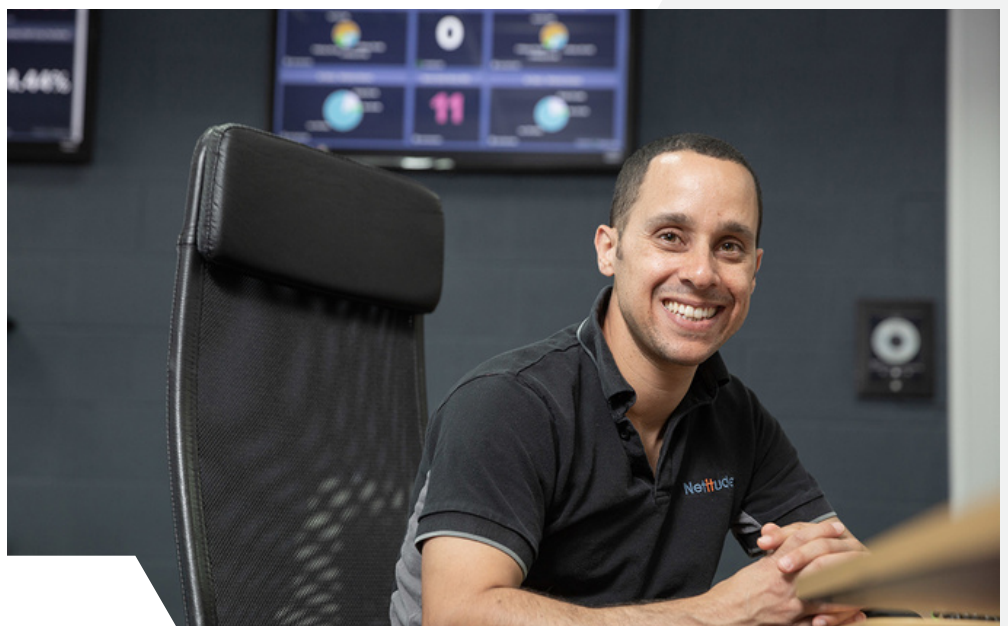
As organisations expand, outdated IT infrastructure poses various challenges, from system outages and reputational damage to increased costs and reduced productivity. TANP understood that it was essential that the entire business model pivoted so that they could adapt towards and take on modern technologies.

That's when they called in the expert team here at Netitude to help them secure and modernise their IT landscape to support wider digital transformation in products and services and day-to-day activities.

# Providing The Alan Nuttall Partnership with an Innovative Solution

Our bespoke technology strategy starts with a technical alignment audit covering critical areas such as Backup and Data Recovery, Cyber Security, and Regulatory Compliance. We pride ourselves on our process, and the alignment audit is vital in onboarding any company in line with our standards and expectations.

The Technical Alignment Team, led by David West, ensured no aspect was overlooked, providing TANP with a NET9 Alignment Score. This score becomes the foundation for a comprehensive plan outlining key actions to modernise IT infrastructure.





# The Result

“2023 has been a phenomenal year for Flexeserve and the customers we support (**Jamie Joyce, Flexeserve CEO**).”

Since becoming a Netitude customer, TANP has made significant progress towards meeting security and compliance standards. The Solutions team, incorporating insights from the alignment audit, formulated a plan focusing on quick wins and short-term fixes. The actions drawn up as a result were in accordance with TANP's commitment to digital transformation, which aligned with three core pillars: technology standardisation, cyber security, and end-user experience.

In the words of Jamie Joyce, CEO of Flexeserve, **"2023 has been a phenomenal year for Flexeserve and the customers we support."** The strategic alignment with Netitude has played a pivotal role in Flexeserve's success, which is marked by achievements like being presented with the Queen's Award for Enterprise and the Grand Opening of their U.S.-based HQ in Southlake, Texas, to enhance their offering across the pond.





# Next Steps

In the relatively short time we have supported The Alan Nuttall Partnership with our IT services, we have achieved a lot. However, we recognise there's still a long way to go regarding what value we can offer the organisation.

From our standpoint, our primary aim is to ensure that the two companies within The Alan Nuttall Partnership - Nuttall and Flexeserve - for technological success. Our technology experts, comprising of our Virtual IT Directors and Technical Alignment Managers, worked diligently to revolutionise existing IT systems whilst simultaneously ensuring the rapid adoption and alignment with technological best practices.



# Is Netitude the Right Fit for your business?

We genuinely believe that our innovative technology framework, strategic processes, and exceptional customer service standards will help TANP succeed by harnessing technology's full potential.

Are you interested in how our technology experts here at Netitude can help your organisation reap the rewards that a digital transformation would bring? Don't hesitate to contact our friendly and responsive team today!

