



## **Business Mentoring and supplier liaison.**

Our engineering client is a specialist precision engineer in the aerospace sector.

We were introduced originally when they contacted Business Link after having a new project management program installed, along with the networking hardware and infrastructure. They were experiencing significant problems with system reliability. The software supplier was blaming the hardware supplier, and the hardware supplier was blaming the infrastructure supplier.

We investigated the problems and spoke with the suppliers. The suppliers could confuse our client but not us. After running some simple diagnostics and making some phone calls, it emerged that the network infrastructure had been incorrectly wired.

The electricians did not understand how to install the infrastructure, cabling and routers.

We worked with the electricians to show them how it should be done and the problems were resolved.

Since then we have work with this client on a whole host of issues, ranging from accounts software selection to assisting them in evaluating asset value when they purchased a competitor.

More recently we have helped them setting up a system allowing automatic ordering of replacement tools they are removed from their containers.

Overall the benefit to the customer has been improved efficiency, reduced costs and peace of mind.