

Case Study

Ensuring that IT keeps operations turning smoothly at DKW Engineering



DKW Engineering

Summary

Syn-Star's IT support empowers high-tech manufacturer DKW Engineering Ltd to automate more processes and streamline operations to become a leader in its field, by installing and maintaining modern, integrated, reliable IT hardware and software.



Who are they?

DKW Engineering is an established company which has been manufacturing precision metal products since 1969.

Over the years the company has invested in new turning equipment, supporting fixed and sliding head turning, and in an Enterprise Resource Planning (ERP) platform from Javelin, evolving into an ultramodern CNC (Computer Numerical Control) production facility to serve a growing customer base.

The Problem...

DKW needed up-to-date IT hardware and software with better connectivity in order to get the most from its ERP system and facilitate greater automation. The human factor was still part of the manufacturing process, slowing production.

Relying on its IT, DKW also needed support that would constantly monitor for problems, automatically install updates and maintain a system that minimizes downtime.

DKW has a long-standing partnership with Syn-Star for IT services, so Managing Director Karl Iacobucci asked Syn-Star to support his ambitions by installing the IT systems crucial for streamlining operations and realising the company's potential.



UP-TO-DATE HARDWARE



ERP

AUTOMATIC INSTALLS



PARTNERSHIP



The Solution

The first thing we do at Syn-Star is to find out everything we can about our clients' needs, processes and business objectives. Only then did we recommend and install a complete new network of PCs and servers, while introducing Microsoft 365 and training DKW staff to use its greater functionality.

Our technicians supported DKW's relationship with Javelin by seamlessly migrating all of its data and systems to the new server. This way, DKW was able to utilize Javelin throughout its operation, from creating a quote, through manufacture and testing, to closing and invoicing a contract.

In addition, new factory-floor PCs now allow staff to input production data in real time, rather than having to scan barcodes, further increasing overall efficiency.

Another area where DKW benefited was in greater automation, supported by up-to-date and reliable IT. In the past, the correct raw materials had to be manually selected and fed into each machine and a member of the workforce would physically inspect each machine to ensure it hadn't run out. Now, machines are programmed to pick the appropriate raw material which is automatically topped up when levels run low, maintaining uninterrupted production.

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NEW PCS & SERVERS



TEAM TRAINING



Microsoft 365

DATA MIGRATION TO A NEW SERVER





Results

"After our upgrading all our hardware there's less downtime because the systems are more reliable which makes us more efficient," said Karl.

"Syn-Star are easy to deal with. Their knowledgeable technicians know our business inside out. They are very good at keeping everything running without problem.

I don't want to have to talk to my IT provider and never have to speak with Syn-Star. I just know they are always monitoring things in the background.

Whenever we have a problem or we need any changes, they are quick to respond and get it done.

"Most importantly, we trust them with our very sensitive data. I wouldn't even consider going to another IT provider."

At every stage of a job, with the help of well-maintained, modern IT, DKW's functions are integrated to improve workflow, with duplication and inefficiency eliminated, saving time and boosting productivity so that employers experience greater job satisfaction and can add more value to DKW.