

How BT Infinity for business helped Flow Technology ease the pressure.

About Flow Technology Services.

- Based in Northern Ireland
- 8 employees
- Provide engineering parts, services and maintenance.

Expert service in a technical industry.

Flow Technology supply, install and repair the pumps and valves that help keep Northern Ireland's water flowing.

Over 10 years the business has expanded to fill three separate offices at Mallusk Enterprise Park in Belfast. Having recently signed a three-year contract with Northern Ireland water, the business now has systems in place that will help them grow and distribute a wider range of premium products across Ireland.



Fast facts: BT Infinity for business.

- Typically 4 times faster than standard broadband
- Download speeds of up to 40Mb
- Upload 10 times faster than standard broadband
- Minimum speed of 16Mb even at peak times
- A superior phone system service across multiple locations.

Challenges for an expanding business.

Spread across three separate offices, Flow technology needed hi-speed broadband, a server and a superior phone system to meet the demands of their main client, Northern Ireland Water, and ISO 9001 for quality management.

- The three offices meant that the server couldn't be hard wired. Fast broadband was imperative to link them to the server virtually
- Staff needed to make and take calls as if they were in one office
- The contract with Northern Ireland Water required Flow Technology to record everything. Stalls or lags in broadband speed weren't acceptable if everything was to be logged and stored on the server
- Staff needed to be able to work onsite or at home and still stay connected to the main server where all the information is stored.

"We can't actually remember Infinity being installed it was so smooth. There was no disruption and we haven't had one issue since switching."

Karen McLaughlin, Financial Director.

Quality management, service and clients.

BT Infinity for business helps Flow Technology keep on top of their busy workload for NI Water and prepare to take on more products and more offices.

- The three sites are able to work seamlessly as one. Calls are answered as if staff were in one building
- Being able to record everything quickly and easily has allowed Flow Technology to adopt internal controls that have been a fabulous input to the business
- Winning the tender with NI Water has allowed Flow Technology to take on more engineers and offer an even higher level of service and better warranties
- The flexibility of the systems underpinned by BT Infinity for business in place have allowed Flow Technology to expand at a pace that suits them and avoid the pitfalls of 'too much too soon'

"Without the time we save through BT Infinity for business, we simply couldn't manage. We wouldn't be able to maintain the quantity or the quality."

Karen McLaughlin, Financial Director.

Fibre broadband opens up more possibilities.

Flow Technology has ambitions to be the official supplier and distributor for a wider range of premium flow products:

- Flow Technology can now demonstrate their ability to be the official distributor for premium products to big business
- A US valve manufacturer has appointed Flow Technology as their Irish partner and aims to open more offices with them soon
- Flow Technology is talking to more premium product manufacturers to offer a more comprehensive service across the whole of Ireland.

Find out more

at bt.com/business

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