



# First Class Technologies Helps to Keep Aquila Trucks Moving



## The Company

Aquila Trucks are one of MAN UK's leading dealerships. The company specialises in the provision of commercial vehicle service and repair, in particular for MAN Trucks which accounts for 90% of business. Aquila is the largest independent dealership within the MAN UK Group and dominates the Midlands with facilities in Walsall, Tipton, Worcester, Tamworth, Whitchurch and Telford.

Aquila began trading in 1999 and immediately recognised a need to source a reliable IT partner to help them support their rapidly growing business. By early 2000 the company had appointed First Class Technologies and ten years later the relationship is stronger than ever.


## The Solution

Initially Aquila only required First Class Technologies to support them across two sites but due to continued expansion, First Class began supporting Aquila in the development and maintenance of their extended network. As the company has grown so too has the reliance on a strong IT infrastructure and reliable support. Aquila now operates a complex business structure due mainly to the multi site operation and a company policy that embraces the latest technologies.

Today First Class Technologies provides Aquila with a full outsourced IT function across all five sites incorporating over 100 workstations. A key part of the service provided by First Class Technologies is the support contract. First Class are able to guarantee one of their engineers will be on site within 4 hours of an issue being reported. In many cases problems are resolved almost immediately by remote access but when this isn't sufficient the team are on site within the same day - a service that many larger suppliers cannot commit to providing.

In addition to infrastructure and systems management which includes maintenance of all of Aquila's servers, network and cabling, First Class Technologies has also provided Aquila with a state-of-the-art business entertainment solution within its key boardroom facilities. The solution includes the latest projectors and a sound system with concealed wiring and is widely used for key business presentations. The new facility has been met with a very positive response, in particular from MAN UK, surpassing their exacting standards and resulting in them now using it regularly themselves.





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**Mak Khan, IT and Facilities Manager at Aquila Trucks comments:**

“I have worked directly with Richard and the First Class team for 10 years now. What continually impresses me is their proactive, accommodating approach. On many occasions engineers have been known to remain on site until the early hours in order to resolve an issue. The general ethos of the entire First Class team is responsive, co-ordinated and professional.

I am frequently contacted by other IT suppliers but won't contemplate moving away from First Class because I trust them implicitly and have complete confidence in the service that they provide for Aquila. In fact I consider First Class Technologies as my in-house IT Department because the relationship is effectively seamless.

Would I recommend First Class Technologies? Yes without any hesitation, in fact I have already referred a number of key contacts to them!”

**Gary Mullaney, Managing Director of Aquila Trucks:**

“We are a 24 hour operation and every day several gigabytes of data are exchanged between our sites, therefore, the interconnectivity between each site is critical. Our business relies on a stable IT infrastructure with maximum uptime. In the 10 years of working with First Class Technologies they have been able to ensure an average uptime of our system of 99%. This is testament to their efficient handling of any issues that arise.”

**Richard Hinton, Managing Director of First Class Technologies comments:**

“Aquila are a great example of how a two way relationship between a supplier and customer provides significant benefits for both parties but in particular the customer. We have built a very strong customer relationship with Mak and his team over the past 10 years. The result is an open, honest, trusting mentality that enables us to work closely at all times. This generates a healthy flow of communication and a genuine understanding of Aquila's business needs.

Furthermore, Mak has introduced a very well co-ordinated reporting line internally whereby any problem is initially reported to him. This helps both parties to prioritise issues and reduce unnecessary support calls, which is of mutual benefit.”

## The Future

As Aquila begins the new decade, the company is looking forward to continued steady growth and has already identified a possible new facility. Aquila will be utilising the services of First Class Technologies to help develop new sites and continue to rely on them to provide a first class IT service across the existing business.

