



Case Study – DM Orthotics

Background

Established in 2005, DM Orthotics manufactures orthopaedic soft goods, dynamic movement orthotics and corrective burns garments for use within the medical and surgical industries, supplying both NHS and private contractors.

A dedicated research and development team within the company collaborate with universities and research experts to continually develop new products and provide up to date scientific evidence and research papers to clinicians and institutions, supporting the use of DM Orthotics products.

Problem

Having previously used other companies and not experienced adequate levels of service from them, DM Orthotics were reluctant to try using another IT company.

However, an emergency situation involving failure of the IT network prompted the managing director to quickly source an IT company that were capable of resolving the problem as soon as possible.

Solution

Utilising a local telephone directory, DM Orthotics contacted a number of IT companies in the area, including CF Systems.

“After explaining the problems we were experiencing, CF Systems knew exactly how to resolve the issues, and an engineer arrived on site within thirty minutes of my initial phone call.” Martin Matthews

Result

After identifying and resolving the issues, CF Systems restored the network and had it functioning efficiently in a matter of hours. Following the incident, CF Systems proposed a managed services agreement package for DM Orthotics that would provide sufficient IT support that is vital for the company’s continued operation.

CF Systems also played an important role in DM Orthotics’ move to new premises in 2010, not only handling the logistics of moving the network but also negotiating with telephone and broadband suppliers to ensure provision of the most suitable products.

“The level of support, attention and responsiveness we receive from the team at CF Systems makes the business relationship between our companies more like a partnership. We really value their input and expertise, and would definitely recommend them!” Martin Matthews