



Better Food gets better connected.

Enabling healthier and sustainable growth for award-winning Bristol organic health food chain.

Ethical, organic and local food is on the menu for Bristol-founded independent café and retailer, Better Food. With a string of fairtrade and organic awards to their name, the veg box start-up from the noughties now employees over 100 people across three city locations.

The Issues

The effects of old IT equipment, a growing workforce and an expanding operation were starting to impede progression. IT troubleshooting and work productivity were a constant setback and Better Food knew that improved efficiencies were a must when a new store opening was on the horizon.

The Solution

Push IT consulted with Better Food to establish the main IT restrictions and to understand their business goals. A complete IT fixed-cost solution was mapped out that included the ability to scale up when required.

A cloud-based system included brand new hosted 'thin client' computers, a VoIP telephone structure, and remote accessible printing. A secure UK based data centre stores all business information and staff can remotely login from any store to access realtime data.

All-encompassing IT

Better Food benefit from remote access IT support, onsite engineer visits and a repair or replace IT equipment package.

- / **Business IT Solutions** – 100+ data centre hosting with consistent desktops
- / **Business Telephone Systems** – modern VoIP supporting unified communications enable inter-branch calling and Outlook users to dial from their desktop
- / **Business Printing Solutions** – an overhaul of printing solutions saved time, money and energy
- / **IT Consultancy** – business goals and planning for expansion needs

“Push IT have revolutionised the way we work. Everything is more secure now it’s hosted in the data centre private cloud and backups are automated.

“It can be a struggle when you don’t understand IT and potentially frustrating to the IT professional too but we never felt this was an issue with Push IT – all communication has been personable and we feel cared for as a client. All the team are set up to work with commercial operations and understand the importance of continuity and scalability.”

**Gordon Robertson, Buying Manager,
Better Food**

The Outcome

The hosted desktops and cloud systems offer infinite scalability for Better Food. Work productivity has improved by three-fold by enabling instant access for significantly more simultaneous users. Costly equipment and repairs are no longer experienced, downtime is completely eliminated, and a knowledgeable support team is close at hand.

To support Better Food’s ethical stance, the new ecological responsible printing solution has reduced CO2 levels and waste by 96% whilst significantly reducing energy consumption. Overall printing costs have been slashed by 50%.

It’s all in the detail

Better Food had an existing cloud-based EPOS system and although this wasn’t part of the IT remit, Push IT integrated the third party system into the overall IT solution. This enabled a seamless user experience with easy, secure access to business reporting and financial information to centrally administer operations.