

## CASE STUDY : TACLE SEATING LTD : SUPPLY & SUPPORT



Tacle Seating UK Ltd is a joint venture between the Lear Corporation, the world's leading automotive supplier Fortune 500 company, and Japanese company Tachi-S, one of Japan's leading automotive suppliers.

The factory, which produces seating units for 144,000 cars a year for the Nissan plant in Washington, has recently received over £15 million investment, creating 250 new jobs in the North East.

### Our Role

The network infrastructure, real-time systems, operational monitoring and office administration systems at TACL Seating Ltd are critical to their business delivery process.

The company is constantly monitored for quality of both product and service, and have strict Service Level Agreement requirements of Synthesis IT as their technology partner.

We have worked with the company to design, develop and implement servers and infrastructure, and produce a fail-safe strategy for threshold management, disaster recovery and data integrity.

Synthesis IT have consistently over achieved Service Level Agreement targets and Key Performance Indicators, and work very closely with the IT Manager to inform, advise and develop future ICT strategy to support the business effectively.

### Anthony Lilley, IT Manager of TACL Seating Ltd says:

*"As a supplier to Nissan, we can't afford to partner with anyone who offers less than an exceptional ICT support service. Our infrastructure is crucial and critical to the smooth and effective operation of our business. The Synthesis IT team have exceeded our expectations in every way. Their Helpdesk services have constantly delivered, and what's more, I have a reliable and unbiased source of advice when planning future ICT strategy and implementations."*