
Pulsant project receives round of applause from Ligentia

Ligentia is a leading freight and supply chain management provider for retailers and manufacturers with global operations.

Challenge

Ligentia had an IT estate that was no longer fit for purpose which caused occasional disruption and downtime. The company also wanted to adopt a new software solution to increase its productivity

Pulsant solution

Ligentia worked with Pulsant to analyse its current IT estate and develop a comprehensive roadmap for improvements, including software licensing and additional hardware.

Results

Following a technology update, Ligentia experienced increased resilience, speed and scalability, enabling it to better serve its customers and meet future requirements .

Client:

Ligentia

Pulsant solution:

Consultancy services

Outcomes:

- Growth
- Improved service



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Headquartered in Leeds, Ligentia is a leading freight and supply chain management provider for retailers and manufacturers with global operations. Ligentia ensures that the right products reach the right place, at the right time and in the right quantities, for numerous well-known companies such as respected high-end UK high street retailer John Lewis.

Since 1996 when the company was established, it has combined strong organic growth with numerous strategic acquisitions to achieve its position in the marketplace today.

Challenge

With upgrades to its internal infrastructure considered a low priority, Ligentia had developed an outdated IT estate that was no longer fit for purpose which led to occasional disruption and loss of service.

At the same time, it was looking to move over to the proprietary CargoWise One software solution to increase its productivity as a business and improve integration, automation and communication within the supply chain.

“Like many businesses of its age, Ligentia was suffering from an infrastructure in need of an update,” explained Jason Moss, senior business development manager at Pulsant. “It had a new IT team that was struggling under the weight of having to deal with an infrastructure they weren’t familiar with and one that wasn’t able to support its move to the new, yet complex, CargoWise One solution.”

Solution

After contacting several potential partners and setting out its list of requirements, Ligentia contracted Pulsant to undertake a deep dive into its operations, map out its current IT estate and then present a comprehensive plan of recommended improvements — something that both companies refer to as a ‘get well’ plan. This provided Ligentia with a blueprint of everything they needed in terms of up-to-date software licensing and additional hardware.

“We were aware that moving to CargoWise One would require a substantial modernisation of the IT estate. The ‘get well’ plan mapped out by Pulsant highlighted the areas we needed to concentrate on to get the most out of the new system and

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ensure it was scalable for potential future needs,” explained Noel Kenningham, director of group IT at Ligentia. After gaining approval from the board, Kenningham and his team worked closely with Pulsant to update its infrastructure ahead of it migrating to CargoWise One. Pulsant put in an entire second rack in its data centre, deployed additional servers and switches, integrated a new backup approach from Veeam, and added a new VM host.

Throughout the project, Ligentia was keen to position Pulsant as more than another business partner. It saw the company as an extension of its internal team, and Ligentia believes it wouldn’t have been able to complete the project without Pulsant’s knowledge and expertise.

“Pulsant has become a strong and trusted partner; bringing an openness and transparency to all our IT operations.”

Noel Kenningham, director of group IT at Ligentia

“Our relationship with Pulsant has been very positive. We are a small IT team and need to lean on our partners,” said Kenningham. “Pulsant has become a strong and trusted partner; bringing an openness and transparency to all our IT operations.”

Results

Ligentia has already been able to reap three main benefits that have come about as a result of this project: increased resilience, speed and scalability. The new solution means it is able to load balance the additional servers in times of high throughput requirements to ensure it has a higher level of resilience. It has experienced a significant performance improvement from the new storage area network and switches, even despite the increase in data volumes required by the CargoWise One system. Further to this, it now also has an infrastructure that is scalable and able to expand in line with its future requirements.

Following the completion of the project, Kenningham attended Ligentia’s annual group strategy meeting in Scotland to discuss the project and the progress that it had made alongside Pulsant.

“A year after presenting Pulsant’s initial get well plan, we received a group-wide round of applause for how we had moved things forward. Since working with Pulsant we have seen a massive reduction in issues and incidents, resolved the license issue, made improvements to our Ligentia business platform and migrated fully to CargoWise One. Our work with Pulsant is without a doubt one of the strongest supplier relationships I’ve had,” concluded Kenningham.



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