

Eternis Fine Chemicals UK Ltd Case Study

Eternis Fine Chemicals UK Ltd is a chemical manufacturer in the fragrance and flavour sector. Based in Leek, Staffordshire, it is the **UK's number one producer of Esters and Aromas**. Producing over **24,000 tons** of liquid chemicals each year, its products are exported to **almost 90 countries** across the globe.

Eternis' main vision is to **'make people feel better everywhere'**.

[Find out how we helped them →](#)

THE CHALLENGE

Eternis had been facing some network issues for a while. These issues had been affecting performance, mainly with Teams calls which had grown considerably within the business. The network itself was over ten years old, unsupported by the vendor and needed to be upgraded across the site to meet the business's current and future demands.

THE SOLUTION

Techcare were initially consulted to diagnose the issue with the network and provide evidence. This evidence then supported the business case for investing in the network. The solution proposed was a complete upgrade of network switches to Meraki

and fibre backbone to 10 GB. This would provide the throughput and bandwidth needed to support the growth in the network over recent years.

Separating the user access layer in the main building from the core switch meant more processing power to handle any demand, and with a star topology meant Eternis could provide two uplinks to the core for all the switches across site.

This was to be done in two phases. First, the installation of the physical fibre cable, and second, the replacement of the switch infrastructure with the new devices.





THE RESULT

TechCare was on-site to deliver the solution all the way through with clear communication and deadlines to achieve the end goal.

We stayed on-site very late into the night to finish the work when presented with a few ‘technical’ challenges. But, having the right people to support this meant it was still **completed within the expected timeframe.**

The client now has a **modern and supportable network** that can support the business for many years to come. It has **improved visibility and analytics** through the Meraki interface, making supporting the infrastructure internally much easier.

The end users are now seeing the benefit of **smooth, jitter-free Teams calls** and **improved response times** across the network.

“TechCare is a professional, can-do company. We have been growing the relationship over the past 12 months, building trust and communication, which are the most important factors to me.

The people are fantastic. Everyone cares about the customer and making sure they deliver what they promise. That personal touch is so important. So often, vendors just want a sale, but not TechCare.

They ensure that the customer is always put first, and they then back that up with their technical knowledge and support with solutions.”

Huw Jones
Business Systems Controller

