

KELVIN POWER TOOLS

Professional Tools For Professional Users

CUSTOMER STORY

Microsoft 365 and IT upgrade central to stability for Kelvin Power Tools.

Forming in Glasgow in 1977, initially as a tool repair shop, Kelvin Power Tools has grown to become one of the UK's leading suppliers and repair specialists of power tools and accessories.

Central to the business' success has been the unwavering dedication to customer service, and unrivalled expertise within the team. Equally, an understanding of the need to invest in technology to manage an ever-evolving marketplace has been key.

John Breslin, Managing Director explains:

"One of our biggest differentiators as a business is our team – the knowledge within the company is incredible and can only be gained with years of experience.

This is why we've always invested responsibly in technology; particularly as we moved into retail, and then e-commerce, we needed systems to make things easier for our team to get on with what they're good at, serving customers and fixing problems."

Migrating critical systems to the cloud has been a long-term objective, but also concern for Kelvin Power Tools. Working with Innovec, Kelvin Power Tools recently migrated to Microsoft 365 to ensure their critical day-to-day communications can be managed regardless of the team's location.

Mr Breslin continues:

"As a family business we need our technology to be working first and foremost, any downtime or hassle is costly and impacts the team. Whilst we always knew we would move to Microsoft 365; it was about doing it when it was right for us."



"I have to say, the team at Innovtec were superb. They managed the entire process for us, communicated clearly throughout, and moved the whole business over with zero downtime. If I had known that would be the case, we would probably have moved much earlier."

Iain Wham, Managing Director of Innovtec, the Ayr based Microsoft and IT specialist adds:

"We were delighted to be able to work with John and the team at Kelvin Power Tools. Like many of our customers, they just need to have confidence that their systems work, and this what we do.

Moving to the cloud is understandably, a daunting prospect for many businesses. IT is so central to how businesses operate now, that any change can seem like a big risk. This is where we excel however, having now migrated 100+ businesses of all shapes and sizes to Microsoft 365, our team are expert, our process minimises downtime and we ensure that our customers are able to hit the ground running and take of advantage of the many great features Microsoft 365 provides."



Microsoft 365 is Microsoft's industry leading, cloud based, business productivity tool including Microsoft Word, Outlook, Excel, Teams and OneDrive – ensuring businesses have everything they need to communicate with colleagues, customers and partners.

About Innovtec

As businesses continue to navigate a changing landscape of regulations and government guidelines the team at Innovtec are ready to help them adapt by implementing and supporting solutions which make sure that people get on with what they need to, without worrying about their IT. Contact Innovtec on 01292 427 420 to discuss any challenges you have with your business IT.

Please contact us on 01292 427 420 or email us at info@innovtec.co.uk for any assistance in making your business ready to deal with remote working requirements.