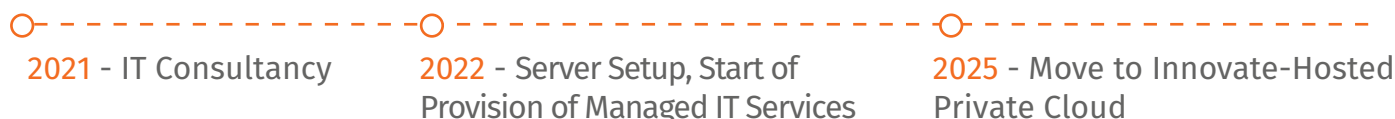# Harkwell
Customer Success Story

Industry and Company Size:	Label Printing, Flexible Pouch Manufacturing; >40 Employees	**Services Provided to Customer:**	Digital Transformation Cloud Migration and Hosting IT Management and Support

Timeline of the Partnership

2021 - IT Consultancy

2022 - Server Setup, Start of Provision of Managed IT Services

2025 - Move to Innovate-Hosted Private Cloud

Customer Since	Revenue Growth Since	Customer Satisfaction
2015	**198%**	**95%**

Harkwell, formerly Harkwell Labels, is a family-run label and flexible packaging company based in Poole, Dorset. Established in 2006, the business offers design services and products comprising labels, custom sticker printing, shelf-edge strips and more complicated peel and reveal labels, as well as flexible packaging.

They combine cutting-edge HP Indigo presses with the precision of ABG and Karlville finishing lines to achieve vibrant, durable labels and innovative packaging. With expertise in using state-of-the-art equipment and premium materials, Harkwell delivers eye-catching results for any brand, delivered in the highest quality possible.

Operations Hinge on IT

The organisation relies heavily on its IT network, processing on average 123 print jobs daily over multiple sorts. Experiencing a period of rapid growth since 2020, its IT system struggled

The Challenges

- Slow job processing and systems, lack of capacity unsupportive of Harkwell's growth

- Fear of cyberattacks

- New, unpacked server purchased but no in-house expertise to set it up

- Rapid growth but unknown future software/hardware requirements

- Third-party system integration and changing requirements (technological advancements)

- Hesitation by third-party software providers to embrace cloud-based systems

on the capacity side. Jobs were taking too long to process and the overall system was not very secure. When two of Harkwell's customers experienced cybersecurity incidents, the company realised it was falling behind the times. A software vendor recommended buying a new server, however, this was never installed until Innovate came on board to set it up. It was used to migrate all systems and for its lifespan of 2.5 years.

Development of a Bespoke Platform and Cloud Migration to Support Diversification

When the contract came up for renewal, Harkwell expressed an interest in managed IT and cloud-based services. Diversifying into the rapidly emerging market of digital flexible packaging, Harkwell experienced increasing job rates due to levels of growth and client acquisition. This made it impossible for the company to forecast its system needs accurately. It was then that both Innovate and Harkwell decided a move to Innovate's privately-hosted cloud would deliver the needed agility and ability to scale up or down. It would also enable them to keep up with software vendor requirements for their print job processing needs.

How Innovate Solved The Challenges

- Migration of all sytems to previously purchased server until it reached its end of life

- Moving of Harkwell's services to Innovate-hosted private cloud for increased agility and ability to scale with third-party software vendor requirements

- Development of platform integrating into large format printers and other third-party systems side-by-side, followed by shutdown of old platform

- Provision of managed IT services and sourcing of on-premises hardware

- Acting as a mediator between software vendors and Harkwell, championing a cloud-based IT modernisation concept with a more than satisfactory outcome for all

Moreover, just updating software was impossible. Instead, Innovate developed a side-by-side platform to integrate all of Harkwell's large format printers and other third-party systems. At the point of switchover, they shut down the old server. Harkwell was pleased with the continued collaboration and renewed the managed services contract. Innovate kept pace with covering on-premise resources (desktops, laptops, switches, firewalls) but also expanded into their cloud-serviced platforms. This made it possible for Harkwell to diversify and treat the platform as one system with a continuous level of protection, meeting security standards, providing accountability for every interaction with every user.

INNOVATE

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Email us on **info@thisisinnovate.co.uk** or call us on **0330 999 1000**

Achieving Project Buy-In From Reluctant Partners Plus Complimentary Review Service

Throughout Harkwell's journey, Innovate has been acting as the mediator between Harkwell's management information system and automation engine providers. With initial resistance towards a move to the cloud, Innovate scoped out the entire project, walking all stakeholders through the proposed solution and eventually aligning everyone on agreed architecture design, migration and data cutover. Lastly, Innovate has always been on hand to review Harkwell's contracts with other technology companies. This involves translating tech jargon and ensuring Harkwell's needs are met without being overcharged.

The Results

✓ Scalability according to business growth rate

✓ Flexibility to grow into a system and stand up/roll back a development environment when needed

✓ Agility without the cost

✓ Ability to meet cybersecurity needs as one system, benefiting from continuous level of protection

✓ Increased visibility, accounting for user interactions across the globe

✓ Technical insight into operational challenges and costs saved due to contract review of third-party proposals by Innovate

✓ Facilitated vendor alignment enabling future growth through constant evolution of IT systems in line with new business requirements

"Our business has been growing steadily over the years and Innovate have always been by our side as a trusted partner. From the initial engagement and consultancy work to setting up the new server, scoping out the entire project, and taking on the difficult task of getting buy-in from our our software vendors for the cloud migration - Innovate have always gone above and beyond.

I know I can trust them with technical questions - not just in relation to our own projects but also other IT-related quotes and offers. While I have a good technical background in printing matters, Innovate's team have always been able to explain more complicated IT matters in easy-to-understand terms to me, so I can make up my own mind. We appreciate their honesty and clear communication which is the basis of the trust in our relationship. We wouldn't be without them and are looking forward to growing further together."

Andrew Mansfield, Managing Director for Harkwell

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