

## **BDR THERMEA: ACCELERATING DIGITAL TRANSFORMATION TO MEET DEMAND**

### **BDR THERMEA GROUP**

**Working in partnership with BDR Thermea Group, we implemented effective technology solutions to accelerate the manufacturer's digital transformation plans.**

#### **What is BDR Thermea Group?**

As a world-leading manufacturer and distributor of smart heating and cooling solutions, BDR Thermea Group operates in over 100 countries, employing 6,300 people worldwide. They own and sell some of the best known and longest standing heating and hot water brands, with a mission to create smart thermal comfort solutions with a near-zero carbon footprint for building owners and users.

BDR Thermea Group has been working in partnership with us since 2010, having come across to our business as part of an acquisition into the group. During that time, we have built a close working relationship with the manufacturer, providing reliable and flexible IT solutions on a global scale.

#### **Digital transformation**

Technology is rapidly transforming our way of living and working, something which BDR Thermea Group is more than aware of. The team has embraced digital transformation significantly over the last few years, to deliver a seamless customer journey. This has included setting aside larger IT budgets and placing technological change at the core of the business.



As part of its digital transformation, the manufacturer relied on our expertise to deliver a range of hosting, data, and cloud capabilities, including ERP & Wintel support, DBA services for Oracle, Azure Application Management, Support Desk, Professional Services, Service Management, Back Up, Disaster Recovery as a Service (DRaaS) and Hybrid Cloud adoption.

Keith Gill, Global IT Systems Manager at BDR Thermea Group, said: "Since Timico started delivering our IT solutions, we have been impressed by the invaluable skilled resources, availability of support and expert advice on offer.

**"It is great to have such an excellent working partnership with the team, which has been successfully maintained over 10 years. Account Director, Matt Newman, and Service Delivery Manager, Sara Marchant, are just two of the team members that always go above and beyond what is required of them."**



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### Adopting new technologies

In 2020, Covid-19 meant BDR Thermea Group had to further accelerate its digital strategy and deliver key transformation projects, to adapt to new pressures and demands on the business. The key driver for the manufacturer is the invention of zero carbon heating solutions as they strive for sustainability with the motto: 'There is no Planet B'.

BDR Thermea Group adopted a cloud first strategy to ensure their workloads were placed in the most efficient location and that they could be moved with ease when required. We currently underpin and support BDR Thermea's applications and data to ensure their staff, customers and partners can easily collaborate.

BDR Thermea Group also use IoT to connect and exchange data over the network and provide proactive maintenance for its customers. This enhances its customers experience whilst maintaining cost optimisation and the development of new revenue streams. The Group's marketplace is continually evolving, so IoT and big data is supporting the manufacturer as it flexes to the changing demand of its customers.

BDR Thermea Group chose us to deliver effective IT solutions, and accelerate their digital strategy. Our working partnership has been successfully maintained over 10 years, and continues to go from strength to strength.

### Seeing success

Our working relationship with BDR Thermea Group continues to go from strength to strength. The Group benefits from our support at every level and we have become an extension of the BDR team. This resulted in the manufacturer awarding us top marks for our service and delivery of solutions, in a recent customer survey.

**"In February this year, we were delighted to have BDR Thermea Group renew its contract with us for a further five years."**

The contract will enable the manufacturer to further evolve its digital infrastructure, with benefits including significant cost-savings, agility and the flexibility, to better allocate spend as demand and requirements change.

**Speak to our team of specialists for a free consultation today.**



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