



Case Study

Optimised Systems for Smooth, Safe Operations

From Legacy to Scalable: How Window Supply
Company Upgraded Its Infrastructure

SilverCloud. |  **WINDOW**
Supply Company



About Window Supply Company

Window Supply Company (WSC) is a leading UK manufacturer of uPVC windows, doors, and composite doors, serving trade, commercial, social housing, and new-build sectors. Our mission is to combine innovative product design with exceptional quality and service, ensuring customers receive reliable solutions tailored to their needs.

WSC pride themselves on being more than a manufacturer—they are a trusted partner.



Testimonial

“Working with Silvercloud has really transformed our systems and our way of working. A special mention to the guys on the helpdesk as they are the guys that help us daily, always happy to help and prepared to ask us questions to better understand our needs. We have many ideas in the pipeline to continue to grow ourselves and our relationship. I feel that the trust and respect we have mutually is our strongest asset in our partnership.”

Bret Park, Head of Business Improvement,
Window Supply Company

Challenge

As a fast-moving and growing business, WSC relies heavily on its IT systems to support quick, informed decision-making across the organisation.

Having operated on an ageing on-premise server since moving into their premises, WSC began to feel the strain of legacy infrastructure.

The server was limiting ERP performance, restricting scalability, and causing delays across critical processes such as quoting and order processing. These delays had a direct impact on users and day-to-day operations.

At the same time, cyber security remained an ongoing concern. Like many growing businesses, WSC needed stronger protection but without the budget or complexity of enterprise-level solutions.



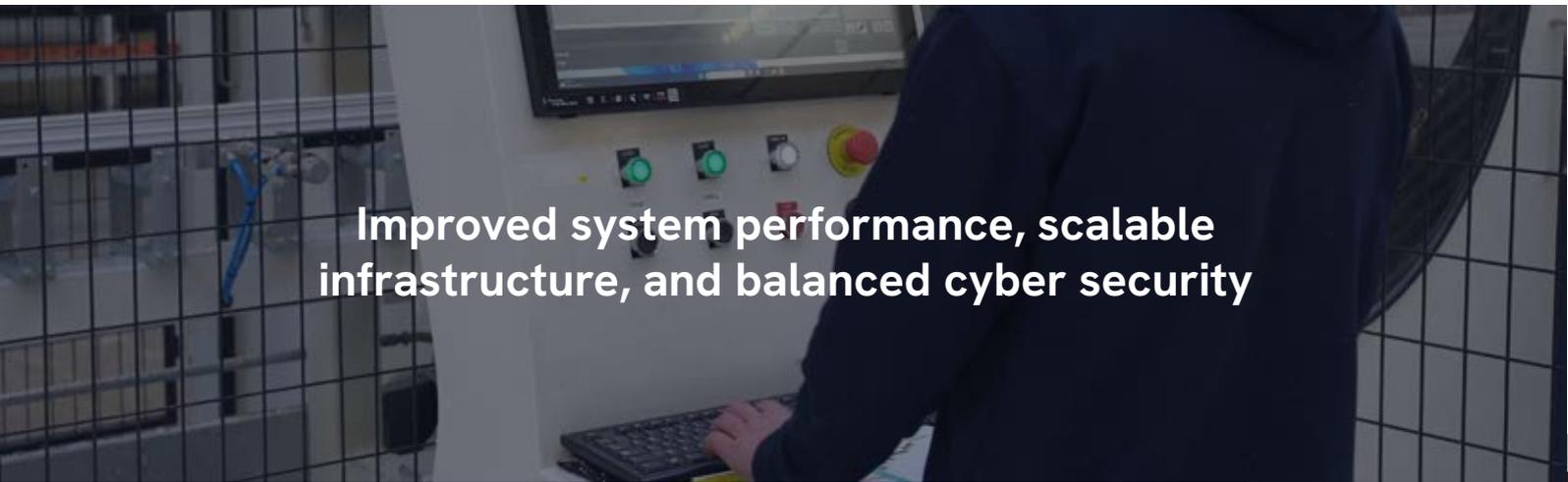


Solution

Silvercloud provided and installed our new server with zero down time. The benefits of this has been greatly received right through our systems from our Quoting and Order processing right through the factory scan points and delivery services.

Working together with Silvercloud has made us as dynamic as we need to be and ensured that our systems are scalable with our growth targets as well as being reliable and safe.

Silvercloud actively monitor our systems and are always available to help and advise on this. We have found a sweet spot where our systems are protected without breaking the bank. It's a huge relief and takes away the day to day stress of managing a large system.



Improved system performance, scalable infrastructure, and balanced cyber security

Outcome

SilverCloud designed and delivered a modern server upgrade, completing the installation with zero downtime.

The impact was immediate. Performance improvements were felt across the business, from quoting and order processing through to factory scan points and delivery operations. The new infrastructure removed bottlenecks, improved system reliability, and gave WSC a platform that could scale in line with its growth plans.

Alongside the infrastructure upgrade, SilverCloud implemented a balanced cyber security approach. Systems are now actively monitored, protected, and reviewed, ensuring WSC remains secure without unnecessary cost or complexity.

SilverCloud continues to proactively monitor the environment and provides ongoing advice and support, giving WSC confidence that their systems are reliable, safe, and future-ready.



Today's Technology means that a business can link with customers, staff and suppliers across the globe easily and swiftly without needing a worldwide network of people and premises.

We want to help businesses to provide a better customer experience. If your customers never visit your premises, their experience of communicating with you is paramount. It is, in effect, your brand, and it makes communications the cornerstone of your business success.

We want to help our customers build better businesses. Businesses in which people collaborate easily, systems adapt as the business develops, and managers have the data that shows them where improvements are needed most

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