



Calderdale Carpets Build a More Secure and Responsive IT Environment with Citadel Technology



Expert guidance
on future
technology
decisions



Stronger
cyber
security



Personal service
from a trusted
partner



Calderdale™

Introduction

Calderdale Carpets is a family-run textile manufacturer based in Dewsbury, West Yorkshire. Founded more than 50 years ago, the company manufactures Axminster carpets for the hospitality and leisure sectors, while also producing yarn for export across Europe and North America.

Greg Bedford, Managing Director, oversees the group's textile manufacturing operations.

The Challenge

After more than 20 years with the same software provider, Calderdale Carpets began reviewing its wider IT support arrangements. The business relied on a specialist manufacturing database, Pegasus Opera software and on-premises infrastructure, requiring a partner capable of supporting these critical systems while providing a more personal and responsive service. Cyber security was also becoming an increasing priority.

"What had annoyed us with the previous provider was that you can't really just pick up the phone and speak to people nowadays. We got the feeling that Citadel was a company we could have a more personal relationship with."

The Solution

Calderdale Carpets was introduced to Citadel Technology through a recommendation from Pegasus and, after reviewing several providers, selected Citadel based on its responsive approach and strong cultural fit.



Initially engaged to provide server support and assist with the rollout of Microsoft 365, the relationship has since expanded to include wider infrastructure, security and resilience improvements.

Working closely with the Calderdale team, Citadel provided ongoing advice and recommendations to strengthen the wider IT environment, including the implementation of a managed Unified Threat Management (UTM) firewall solution to improve visibility, control and protection across the network.

"Recently we just swapped over to a UTM managed by Citadel. You see so many organisations which are getting hacked, so we needed advice and expertise to try and protect us from these dangers."

The Results

The partnership has provided Calderdale Carpets with ongoing access to experienced IT professionals who understand the business and its technology estate.

Alongside responsive support, Citadel Technology has helped strengthen cyber security, improve infrastructure resilience and provide informed guidance on future technology decisions. The business also benefits from direct access to familiar contacts who understand its priorities and can provide tailored advice when needed.

"It's always a dialogue with yourselves ... to see what we need to do next. It's just an ongoing process as we see it."



The Future

Cyber security remains a key focus for Calderdale Carpets, with Cyber Essentials currently being explored as the next stage of its security journey. Citadel Technology continues to work alongside the organisation to identify further opportunities to strengthen its IT environment and maintain best-practice security standards.

Looking ahead, Calderdale Carpets is considering a future telephone system upgrade and expects to work with Citadel Technology when evaluating potential options.

"Everyone we have interacted with at Citadel Technology has been professional, friendly and personable. They have been an absolute pleasure to work with and have become a trusted partner to our business."



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