

Citadel Technology Helps Visage Textiles Support Flexible Working Through Cloud Technology and Responsive IT Support



Predictable
all-inclusive IT
support costs



Fast out-of-
hours response
times



Reduced
reliance on
on-site hardware



Introduction

Visage Textiles is a wholesale and distribution business supplying speciality and novelty fabrics to the retail trade and selected manufacturers. Based in North Manchester, the business employs 15 people across administration, design, sales, warehousing and dispatch operations.

Dani Phillips oversees operational and technology decisions across the organisation.

The Challenge

Visage Textiles was becoming increasingly dissatisfied with its previous IT provider due to additional charges for routine requests and a lack of responsive support. As the business operates across multiple countries and time zones, it needed a technology partner that could provide predictable costs, reliable support and a long-term approach to technology planning. The business also recognised the need to modernise its infrastructure and support more flexible ways of working.

“The response time is good, including out of hours. If I am working in China, at a trade show in America, or somebody wants to work on a Sunday afternoon and has a problem, they can raise a support call and it is often dealt with reasonably promptly outside the traditional 8 to 5, Monday to Friday scenario.”

The Solution

Following an introduction through Synergy Technology, Visage Textiles engaged Citadel Technology to review and improve its IT environment.



After a structured onboarding process, Citadel upgraded the company's infrastructure and began providing ongoing support. Over time, Citadel Technology helped move key systems into the cloud, creating a more resilient and accessible environment for employees both in the office and on the move.

"When we met with Citadel's MD, Andy, there was a natural rapport. He came across in a very measured, calm and confident way."

The Results

Since partnering with Citadel Technology, Visage Textiles has benefited from a more modern, reliable and responsive IT environment. Moving key infrastructure into the cloud has reduced reliance on on-site hardware while helping support flexible working across different locations and time zones. The business also benefits from responsive support, including assistance outside standard working hours when required.

"Moving our infrastructure onto the cloud was significant. From a practical perspective, not having so much important hardware on site saves us money in energy costs and removes the worry of needing to reboot a server."

Citadel Technology's regular check-ins provide opportunities to discuss any outstanding issues, ensuring small concerns are addressed before they become larger problems.



The Future

Looking ahead, Visage Textiles is exploring opportunities to improve efficiency within its order processing and warehouse operations.

As the business evaluates future technology improvements, Citadel Technology continues to provide guidance and support, building on a partnership that has been shaped by a personal and proactive approach.

"There is a lot that you do that makes dealing with you a more pleasing prospect than dealing with some competitors.... It does not feel like you are just collecting the monthly payment."



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