

# Gist use SCC.



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Gist is a third party logistics provider working in the fast-moving, time-critical industry of chilled, perishable goods. Gist's key objective is to adapt to the growing market demands of their customers, which requires flexibility and agility.

Mark Whittaker, IT Services Manager for Gist, explains: “We see technology as an enabler and we're constantly looking to work with SCC to enable those efficiencies and cost savings.”

Gist needed an IT provider that would work collaboratively as a natural extension to their IT team in order to refresh their entire IT estate.

SCC provides Gist with first, second and third level helpdesk, along with data centre provisions. Whittaker continues: “The expert knowledge that the SCC helpdesk provide to our end users is extremely beneficial and SCC deliver against their commitments.”

“Flexibility and agility are absolutely imperative to our business and we need to deliver to the service levels of our customers.

“We need to be able to react quickly to new business wins and we've found that SCC reciprocates. They fully appreciate our business and our challenges, and they have gained a clear understanding of what's critical to Gist through working collaboratively with us.”

Mark also highlights the invaluable benefits SCC deliver to Gist through their established relationships with vendors: “SCC brings in third party vendors to help us make the right choice in technology.”

“Their impartial, multivendor knowledge and experience enables us to make informed decisions around our current IT strategy and roadmap for the future.”

“SCC understands our business; they appreciate what's important to us and they work with us to deliver against those business needs.”

“Gist required an IT partner that was trustworthy, reliable, flexible, and one that can work collaboratively with us. SCC is recognised as an extension of the Gist IT team.”