



CLIENT

Leading International Manufacturer

CHALLENGE

Consistent and flexible support across multiple locations in Europe

SOLUTION

Dedicated on-site support and flexible resource solution

RESULT

Improved service levels and cost savings

IT MANAGED SERVICES

Our clients need a flexible workforce to protect them against unpredictability and to gain a competitive advantage. Our distributed support service enables our clients to have access to high quality multi-lingual resources on a flexible basis; full-time, part-time or ad-hoc. With a single point of contact for all of your IT support, we create one common platform and Service Level Agreement, allowing you to maintain budgetary control through our flexible and cost effective solution.

Leading Manufacturing Firm Reduces Overall Costs and Improves Service Levels using IT Managed Services Solution

Allied's managed service solutions helped our client to efficiently manage technical resource requirements at their locations across Europe, resulting in a reduction in their overall expenditure by approximately £250,000 per annum.

About our Client

Our client is a large international manufacturing firm with operations spread across multiple locations around Europe.

The Scenario

Our client was using an in-house technical resource team to provide reactive and proactive support for their user-base, which was spread across a number of offices in the United Kingdom and Europe. They also had additional short-term projects that were dealt with by the same team.

Business Challenge

The challenges faced by our client with regards to the support that was provided to their growing and widespread user-base were:

- Headcount restrictions resulting in lack of sufficient resources to meet requirements
- Inconsistent levels of service to their user base
- Additional short-term resource requirements to assist with proactive project support
- Ability to provide holiday and sickness cover
- Ensuring cost-effective, continuous and flexible resource availability

The Solution

The first phase of this project was to provide dedicated PC and desktop support to the company's UK head office. Having proved the success of the head office services, the client also contracted us to roll-out dedicated on-site resources to manage their PC and desktop support at their offices



Allied have come up with a number of services to provide our clients with backfill to assist in difficult and often unforeseen periods:

- Interim & Ad hoc IT resources
- Short Term & Interim IT resources
- Flexible IT resources

Allied Worldwide is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.

in Holland, Germany and France. In order to maintain consistency across each site the support contract was designed as a three-phase project, with Holland as the pilot site. This approach allowed detailed site procedures to be developed, and subsequently applied across the sites in Germany and France which resulted in consistency in processes and service levels across all sites.

We provided our client with a flexible team of ten support professionals; five of these resources provide dedicated support to the client's sites in Europe. In addition, a further team of five are available to be called upon at any time to reinforce their own technical resources for short term projects. Once the infrastructure of on-site engineers across Europe was in place, we were able to extend the contract to include hardware maintenance and support, at a minimum cost.

The Result

Allied now function as an extension to the dedicated IS support function of the client. By combining all of their UK and European and support requirements into one third party contract with Allied Worldwide, they have reduced their overall expenditure by approximately £250,000 per annum whilst removing the headache of managing remote members of staff. This enables the company to achieve economies of scale, by pooling their European support requirements.

This has been achieved whilst also benefiting from consistency of support and increased levels of cover. The additional support available has enabled our client to 'turn on the tap' when required, for assistance with short term projects; as well as providing holiday and sickness cover for their internal support staff. The consistency which had been lacking previously has now been rectified by calling on our team of support professionals who possess detailed knowledge of our client's systems and procedures.

Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

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