



Leading Private Equity Company Improves Helpdesk Support through Co-sourcing & Flexible Resource Architecture (FRA)

Allied's engagement with the client began in the year 2002 and ever since we have been able to add value consistently on multiple challenges across varied geographic locations.

"Allied has managed the TUPE process with great professionalism and sensitivity. They have ensured that a very difficult situation has been turned around to provide a service which represents total client satisfaction and value for money"

Team Leader,
Leading Private Equity Firm

CLIENT

World Leader in Private Equity

CHALLENGE

The client needed an efficient and cost-effective method to address their ad hoc support requirements.

SOLUTION

Dedicated on-site support and flexible resources

RESULT

Improved service levels and cost savings

About our Client

Our client is a global private equity firm, with €8bn of assets under management focusing on growth capital, mid-market buyouts and infrastructure.

The Scenario

The client's previous supplier utilised a large number of temporary contractors to address their ad-hoc support requirements. The incumbent service provider was also inflexible and was not deemed to be providing value for money. Our client was therefore interested in partnering with a new managed services company, who could demonstrate professionalism in service delivery, with experience in working across multiple international locations, change management, TUPE transition and the flexible nature of service design.

Business Challenge

Some of the business challenges faced by the client were:

- To find an efficient solution for ad-hoc support requirements
- To comply with the TUPE legislation and guidelines with regards to the managed on-site team
- To provide out of hours and additional support during holidays
- To have a cost-effective, continuous and flexible managed service solution

The Solution

Allied allocated a Transition Manager, who worked with the incumbent supplier to counsel the existing on-site team, in accordance with TUPE regulations. This was done in 2002 prior to taking over the contract, and in addition to the service delivery management team. Having stabilised the situation, the employment transference was handled with extreme sensitivity and professionalism, with minimum risk and exposure for the client. This meant that at the start of the contract, there was total continuity, with no degradation of service, or disruption to the user community.

In addition, we provided a 3 member team to allow the client to manage their desktop support requirements in Birmingham. Allied also provided them with a formalized out of hours support,

