



Managed Desktop Support & TUPE Transitions Improves Business Performance for Global Information Company

Allied Worldwide worked on a project to transfer managed desktop support services for client ensuring maximum customer satisfaction, value for money and enhanced overall business performance.

CLIENT

Global business and market Information Company

CHALLENGE

To provide an efficient and cost-effective desktop support solution

SOLUTION

Managed desktop support services and dedicated support professionals

RESULT

Improved business performance and cost benefits

About our Client

Our client is a global business and market information company covering multiple countries around the world. They provide services for a variety of business sectors and industries.

The Scenario

Our client was extremely unhappy with their previous supplier, who had not been effectively managing the on-site team or addressing ad-hoc support requirements. It had become increasingly difficult for the client to justify the premium cost of the managed service, which was effectively negated by the time wasted on managing the incumbent supplier. The working relationship became untenable when the incumbent supplier increased the contract cost by approximately 30% with no reasonable justification.

This combined with increasing pressure to justify IT costs, meant that the client needed to work with an organisation that could deliver professionalism, flexibility and value for money. It was essential for the client to maintain continuity of service and comply with TUPE legislation and guidelines pertinent to the managed on-site team.

Business Challenge

To provide a managed desktop support services to our client's headquarters and ancillary offices across the UK. The client also needed flexibility in service delivery and design, including a proven track record of TUPE transitions.

