



## 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.



**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.

### The Solution

Our client was impressed with our reputation in the industry and asked us to talk to them regarding taking over the managed support contract. In addition to the professionalism shown by Allied Worldwide, and our TUPE experience, the proposal submitted by Allied Worldwide, assisted the IT department in not only justifying the cost of the desktop support function, but also in highlighting the value of the department to the business.

Three weeks prior to taking over the contract, and in addition to the service delivery management team, Allied allocated a Transition Manager, who worked with the incumbent supplier to counsel the existing on-site team, in accordance with TUPE regulations.

The employment transference of the exiting team was handled with extreme sensitivity and professionalism, with minimum risk & exposure to the client. This meant that at the start of the contract, there was total continuity and no degradation of service or disruption to the user community.

By employing our Flexible Resource Architecture (FRA), our client has benefited not only from dedicated on-site support, but also flexible resource credits, which are called upon to manage ad-hoc support requirements, (planned or unexpected) all within the existing pricing structure. This has been a particularly useful way of resourcing projects, out of hour's tasks and 'as and when' support to their ancillary locations across the UK.

### The Result

Allied has delivered and in many ways exceeded the required service levels by providing the on-site team with strong and professional management support, with the backup of an experienced service delivery team.

We have listened to and understood the issues faced by the client and have therefore been able to design a support structure which is completely focused around their specific needs, to provide total flexibility, within the existing pricing structure. In addition, we have managed the TUPE process with professionalism and sensitivity to ensure that, what could have been a very difficult situation, has been turned around to provide a service which represents total client satisfaction and value for money.

### 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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