

# CASE STUDY

## CONSTRUCTION SECTOR

### BUILDING DESIGN PARTNERSHIP



#### REALISING THE BENEFITS

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Alistair Kell  
IT Director  
BDP

Building Design Partnership (BDP) is a major international practice of architects, designers, engineers and urbanists, counting the likes of the Glasgow Science Centre, Royal Albert Hall redevelopment, Aintree Racecourse, Royal Alexandra Children's Hospital, Brighton and Lancaster County Cricket Ground, Old Trafford and the Edinburgh International Conference Centre within its portfolio. Founded in 1961, with more than 800 employees, it has recently seen significant increase in global demand for its services and has opened offices in the Middle East, North Africa, India and China, with further expansion anticipated.

#### CHALLENGES

BDP operates multiple offices across the globe, supported by both a central IT team with additional local office IT staff that would manage and resolve any issues. However, supporting the expansion of global offices was creating new issues for the IT team: staff working

in foreign offices not only needed access to UK support systems but time zone differences meant there was very limited support if problems occurred outside of UK working hours – leaving those outside the UK struggling.



# BDP.

Following an internal review, the decision was made to invest in centralised, out sourced Managed Service Desk. Alistair Kell, IT Director at BDP, explains "Our team are utterly reliant on their ICT working in order to do their jobs effectively. Everyone accepts that problems can occur, but the way we were managing IT requests was inefficient – and meant that my team were spending more time firefighting faults than working on planned improvements. This was exacerbated by the tickets that would come in each morning from the overseas offices – and which could already mean several hours lost for those staff. We felt that outsourcing and centralising our first line response would remove the burden on my team whilst making the support process for staff much simpler."

## HOW REDCENTRIC HELPED

After reviewing the market, BDP chose Redcentric to deliver a Managed Service Desk solution to all offices. All IT support calls are directed straight to the Redcentric Service Desk, which operates 24/7/365 from its headquarters in Harrogate. A full Service Desk solution operates between 0800 and 1800, with a series of prescribed fixes provided outside of those hours. Redcentric also provides an SMS notification system to designated BDP IT staff meaning any business critical issues are communicated to key staff at the point of logging.

Regular SMS updates are also then provided until such time as the incident is confirmed as closed by BDP.

## TECHNICAL INFO

- 24/7/365 Managed Service Desk – supporting a global workforce
- Redcentric staff working in harmony with internal technical teams
- SMS alerts – keeping key users updated

Redcentric catalogues and queues both IT issues (loss of service / equipment failure) and services requests (additional software requirements or configuration amendments) and then either resolves minor issues or passes them to the BDP IT team for further investigation.

Kell continues "We really needed a company that would offer us the flexibility we wanted – one that was able to tailor their service. Redcentric was the only company willing to accommodate us. Their flexibility means we have the support we need, when we need it, and that is what we pay for. It makes it incredibly cost effective for us."

## BUSINESS BENEFITS

### 40% reduction in TCO

The Service Desk has had a tremendous impact on BDP. The Redcentric team manages an average of 400 tickets per month on behalf of the IT team, freeing them up to focus on strategic IT deployments and improving the overall user experience. BDP has also seen a 40% reduction in its Service Desk costs since moving to Redcentric.

### Supporting global expansion

Furthermore, as a 24/7 service, the global IT offices are now supported with call logging – with plans to extend the core Service Desk to a full 24/7 service specifically to support overseas workers.

Kell concluded, "The Managed Service Desk from Redcentric means we can support our global offices and continue our global expansion, knowing that those teams will be supported round the clock, wherever they are. Redcentric has delivered exceptional levels of service; they understood our needs and tailored their solution to solve our problems. It has proved the ideal solution for us.

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