

We provide a new resilient application platform for Enrich Reward Limited

Worth in excess of £1.25 million over 5 years, Enrich Reward signed a managed services agreement with us to provide a new resilient application platform delivering service levels appropriate to an organisation which is reliant upon technology to provide exemplary customer service.



The Client

Enrich Reward Ltd (Enrich) is one of the UK's leading benefit and reward consultancies delivering solutions that help clients attract, motivate and reward their employees, resulting in better business performance. Key services are wellness, healthcare, risk, pensions and flexible benefits with further expansion into new markets in the next three years. Enrich was previously Gissings Advisory Services, part of Gissings until a management buyout in 2007.

Executive Summary

Worth in excess of £1.25 million over 5 years, Enrich signed a managed services agreement with us to provide a new resilient application platform delivering service levels appropriate to an organisation which is reliant upon technology to provide exemplary customer service. The partnership between us and Enrich sets out to deliver today's business services more robustly at a reduced cost and builds on Enrich's competitive edge by deeper customer engagement and increased personalisation of services.

The Challenge

Following the £18m management buyout at the end of 2007 Enrich were faced with the challenge of separating operations from the rest of the Gissings group, especially their IT which would have to be designed, deployed and operated from scratch. This was viewed as a massive challenge for Enrich as whilst IT is seen as a core function to support business growth, it is not in itself their business. Therefore Enrich needed to find a partner they could trust to not only support their business today but one that is as flexible and dynamic as they are with the vision to be able to constantly change and flex to support their business in the future as it evolves.

Phil Richardson, Head of IT at Enrich Reward Ltd says, *"Following our management buyout we needed a service provider who could keep pace with our ambitious plans. One who saw change and innovation as their real value versus those whose model is based on 'operating steady state.'"*

Client >

Enrich Reward Ltd

Sector >

Financial Services

Project >

Managed Services

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Phil Richardson >
Head of IT >
Enrich Reward Ltd

We deliver a resilient application platform

The Solution

The managed service provided by us went live in time for Enrich's rebranding and separation from Gissings. We delivered a scalable and resilient 24x7x365 managed service that now supports both their core business applications and their general IT infrastructure.

For the core business applications Advanced is hosting Enrich's Microsoft Dynamics CRM and Microsoft SharePoint platforms, providing 1st line support, full disaster recovery, and third party vendor management for both applications, managing the call logging process through to close.

The infrastructure service is based on VMware technology on an IBM platform, providing multiple services, which include; a full managed service desk, managed hosting, managed Exchange email, shared storage, backup and full systems monitoring through Advanced's proactive monitoring service.

Other key services include network support, managed virtual desktop, systems

administration resources, and importantly the ability to provide on and offshore consulting services to build the unique applications which will enable Enrich to differentiate its service. In addition, Advanced Training Services provided orientation of the virtual desktop and Microsoft Office upgrade training to all Enrich employees.

Benefits

Richardson says, "Advanced's services strategy is to design, deploy and operate IT services that remove the overhead of managing utility IT functions that form core business operations but do not differentiate. This approach supports our strategy while the availability of Advanced's software development business allows us to leverage the intellectual property that makes us so unique".

Why we were chosen

Key to being awarded the contract was our ability to deliver the breadth of service and to demonstrate its ability to seamlessly transition from an existing provider.

"It was imperative that we select a service provider that is able to maintain the smooth operational running of all systems and services whilst being able to adopt a proactive and responsive approach that assists Enrich Reward Ltd in the achievement of its business objectives. Advanced demonstrated an understanding and ability to be able to meet this key requirement"

Phil Richardson >
Head of IT >
Enrich Reward Ltd

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