

Case Study – Investment Management

Customer Details

Head Office: The City, London

Total No. Employees: 30

Estate: On-premise Windows Server
Majority Windows workstations
Various Trading platforms & Bloomberg

The Challenges

The customer had an ageing on-premise Windows Active Directory and File server which has come to the end of its functional life. The customer wanted to move away from having any onsite IT equipment and embrace a Cloud-first strategy encompassing Microsoft Software-as-a-Service and Infrastructure-as-a-Service platforms.

The customer's workstations were also over five years old, and they were facing a large Capex expenditure to replace. The customer also wanted to improve project management and communication with external clients and have the ability to create and easily manage Video conferencing meetings.

For the CFO, the key challenge has been managing, and budgeting for uncontrolled IT costs and services, especially given the customers predicted growth of over 50% per annum.

Given the nature of the customer business, a security solution needed to provide Identity Access Management and safe and secure file repositories.

The Solution

With Lanmark advise the customer was confident that a Cloud-first solution would be the right strategic decision. The issues it was facing could be resolved with a combination of Software-as-a-Service like Office 365. Lanmark's PC-as-a-Service for cost control and with afresh Microsoft Azure Active Directory service controlling Access Management with strong 2FA architecture.

- Office 365 – The SAAS offering would mean a reduction in required IAAS as we could retire their on-premise Microsoft Server and also the end-users would benefit from all being on the same Office application platform number.
- Improved communications – By utilising Microsoft Teams and Polycom, the customer has considerably reduced its video conferencing costs while improving collaborative working across London and their global clients.
- PCaaS – By signing up to Lanmark PC-as-a-Service, the customer was able to replace all of their ageing hardware with brand new equipment for a fixed monthly cost which includes Lanmark's full Managed Service Desk support.
- Security was paramount as the customer is required by many of its clients to ensure that their data is safe and GDPR compliant.

Lanmark implemented a Managed Service support matrix for the customers business systems which incorporated monitoring, service desk, maintenance schedules and recommendations with a joint task force between Lanmark and the customer's Management team.

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The Partnership

The Lanmark team was quickly able to understand how the customer operated their business and defined the important elements to provide a trouble-free IT system and service to end-users.

Lanmark designed the new Azure AD architecture and Azure File Services and implemented the required security features to protect all their sensitive data including, encryption, data leak prevention and multi factor authentication.

The Outcome

Once implemented, the solution has allowed the client to move away from its existing on premise server and given them a simple single monthly fee for staff they can assign as they grow. The new equipment has dramatically improved end users confidence in the customer’s IT systems and they love the immediate swap out of equipment when something breaks.

KEY METRICS

100.0

+0.0

Net CSAT Score

50.0%

-20.0

Response Rate

5

-2

Reviews

100.0%

+0.0



0.0%

+0.0



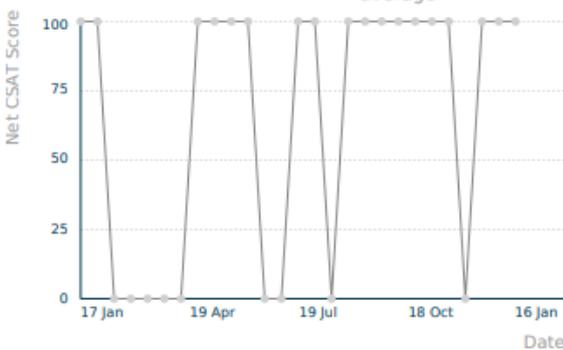
0.0%

+0.0



NET CSAT SCORE

30 days moving average



RESPONSE RATE

30 days moving average



REVIEWS WITH COMMENTS

- 
12 Dec 2019 on ticket #1440763 - Monitors not being detected
Deborah: quick and snappy
- 
04 Nov 2019 on ticket #1431682 - Reset phone passkey
Tom: Quick and easy