

Case Study – UK Leisure Centre & Golf Provider

Customer Details

Head Office: Bromley, London, UK

Total No. Employees: 500

Estate: Multiple UK Leisure Centres & Golf Course
Claranet hosted VM's
Prod and Non-prod servers and applications
Majority Windows workstations

The Challenge

For the customer, the key challenges have been service, infrastructure performance, staff morale and cost.

Their internal IT service desk was not delivering a consistent level of technical support, and company confidence in its ability to deliver was at an all-time low. There was a lack of process and proactive management, which led to a reactive only service responding to normal helpdesk requests topping three working days.

The internal IT service desk provided basic reactive support to end users but did not proactively manage the infrastructure leading to downtime on systems, and a lack of technical knowledge to remediate issues meant problems, including periods of severe transactional bottlenecks would last for months at a time.

The Solution

The board wanted to move away from an internal service to an Outsource model with proven delivery of IT support backed with rigorous SLA's. They were confident that the issues they were facing could be resolved with a service led outsourced Managed IT Support.

They required a Managed support service which is designed around deliverables and application availability rather than just hardware metrics to ensure that the end user experience was significantly improved.

- Service Desk Response – The outsourced provider to significantly reduce response times to tickets and improve end-user confidence.
- Proactive Monitoring and Management – Maintaining their infrastructure and recommending changes to improve application response and reliability.

The Lanmark delivery team produced a process management flow chart for the most common service tasks detailing parameters on how to resolve issues as quickly and efficiently as possible. Communication to end users is key, and these flow charts include timed correspondence and escalation points so that an end-user is always kept informed on progress.

Lanmark then designed a Managed Service support matrix for the customer's business systems, which incorporated monitoring, service desk, maintenance schedules and recommendations with a joint task force between Lanmark and the customer's internal senior management team.

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The Partnership

The Lanmark team quickly provided a service to end-users and gave the business an understanding that service would continually improve over time as processes were implemented, monitored, and refined.

Six months on

The average response to a ticket with our internal service desk was 3 days 17 hours, that's now down to 30 minutes with Lanmark's Managed Service, and the closure rate is in the high 90% on first contact. End users are now complimentary about the IT department for the first time in years.

The Future

The Lanmark service team has been able to identify infrastructure issues and bottlenecks. Our solution architects have redesigned many aspects of the customers' main business systems to provide a significantly better experience for users across all their business applications. Once fully implemented, the solution will allow the customer to move away from its existing IAAS and dramatically reduce performance issues and single points of failure with the added advantages of scalability, reduced latency and cost.