



A leading
technology
services firm

Wavex delivers improved technology and productivity for one of the UK's best known wine merchants

Before appointing Wavex, the client struggled with unreliable IT systems, potentially undermining the firm's reputation for excellent customer service. Wavex completely refreshed the client core IT infrastructure, recommending virtualisation of its core IT platform to create a solid foundation for growth

The BUSINESS

With some 200 staff spread across the UK, the client is one of the UK's largest and most admired independent wine importers and distributors. The firm supplies High Street retailers and major supermarkets as well as smaller specialist wine shops. The business also distributes to the "on trade" marketplace including bistros, restaurants, cafés, airlines, sports venues and hotels.

In recent years, the client has won numerous industry awards for the quality and value of their wine, as well as for the quality of their customer service. IT systems play a key role in the overall service delivery, especially as the lifeblood of the business is a mobile sales force, who service individual accounts via remote access to central ordering and servicing systems.

The Challenge

The client had become a victim of its own success. "We'd been growing at 25% year on year," recalls Jeremy Young, the client COO. "We'd outgrown our infrastructure and the capabilities of our existing IT support partner. Things had become very frustrating for our mobile sales force. The IT systems had become so unreliable that, at times, they could hardly do their job. There was a lot of frustration out there. And there was no doubt that the IT set-up was impacting on our overall productivity.

We were looking for the complete package. For a partner we could trust to improve all aspects of our IT service quality.



The Choice



“Frankly, our infrastructure was aged, and poorly maintained,” recalls Jeromy Wilmot, the client IT Manager. “We knew that there was a job that needed doing, and the board supported us in our desire to improve things. But we also knew that we would need a proven professional partner to help us get to the right IT Roadmap, looking ahead.”

The client tender documentation was explicit. They were looking for genuinely professional service and support, combined with technology advice and expertise delivered by a partner with a rock-solid industry reputation. After an extensive tendering process based on these criteria, the the client management team selected Wavex.

The Relationship

The client had been clear from the outset that a fundamental review of every aspect of IT service delivery was called for. “Prior to appointing Wavex, the IT Department was, in effect, the Complaints Department,” says Jeromy Wilmot. “That had to change.”

Peter Joint CEO for Wavex recalls the challenge: “The cornerstone of the long-term IT Roadmap, was to move to a virtualised network design. Virtual servers remove the server-per-application constraint, so that a single server can host multiple operating systems and applications.”

This approach, which reduced the total server estate by 80%, delivered significant capital expenditure savings, as well as lower energy costs. The virtual solution also provided higher availability of resources, increased security and improved disaster recovery processes, whilst also delivering an easily scalable environment supporting future business growth.

In parallel, as part of the overall IT Roadmap, a host of

other improvements were implemented to improve organisational efficiency – especially for the remote sales force. These included the introduction of upgraded and redundant messaging and remote access platforms. In addition, mobile staff moved onto iPhones. To improve IT governance and management, a rigorous set of documentation and a new comms environment were introduced.

Focusing beyond infrastructure to overall business performance, Qlikview, a leading Business Intelligence solution has been implemented to improve visibility of key information and enable faster, betterinformed decision-making. An important objective from the Qlikview deployment is to improve visibility of information for the sales team on the road.

“The infrastructure has been transformed,” says Peter Sweetbaum. the client management team recognised that the right IT systems and applications can deliver measurable business benefits, and have invested accordingly.”

SERVICE HIGHLIGHTS

- **Complementary Support Service**
- **Infrastructure review and redesign project deploying VMware**
- **Project management: infrastructure design and installation**
- **Application transfers and upgrades**
- **Mobile working solution**
- **Business Intelligence Solution**
- **Ongoing advice & planning**

The Experience

"The great thing about Wavex people is that they are proactive, rather than reactive," says Jeremy Young. "I also like the fact that they are committed to measuring the quality of their service, and that staff are remunerated based on client feedback. That's a very smart idea."

He adds: "We'd suffered previously from having too small a provider, but we didn't want to work with a huge behemoth either. Wavex fits with us culturally. They are big enough, but not so big that you lose the human face." Jeremy also likes the fact that Wavex is listed in the Sunday Times 100 Best Small Companies to work for. "We know what it takes to get into that list, and it impressed us".

Jeremy as an IT professional, is equally happy with the way the partnership has evolved: "My observation is that Wavex has the scale and breadth of expertise to deal with any technical challenge we throw at them. We've been able to tap into that expertise when required, which I find very valuable indeed."

They come to you with ideas, and point out opportunities – which is just what we wanted

The Results

Jeremy Wilmot is delighted with the benefits of virtualisation: "Apart from the improved service quality and reliability, we can also deploy systems and upgrades more quickly, and without downtime". He has also noticed a measurable decline in calls to the IT support lines, and in IT-related complaints from mobile and other staff.

Jeremy COO, puts it simply: "Wavex have stopped me worrying that our IT system won't work. They've stopped me thinking about the huge cost of 200 people working inefficiently." He adds: "I always said that we'd know when we'd got things right because people would stop talking about IT. Well they have. I'm happy to say that our IT just works!"

They've given me peace of mind. They've set us free. Free to get on with business.



If you'd like to know more about our services please call us



www.wavex.co.uk