

FINANCIAL SERVICES



A global financial service company (the Client) approached Intergence to outsource their entire IT operations that would yield a reduction in operating expenditure, improve productivity, service availability and rationalise the disparate systems and network environments following a successful merger.

THE PROBLEM:

With increasing competition, rising customer expectations and need to protect customers from data threats, the pressure was on to transform IT systems, digital services and processes. However, managing change with their own IT teams had become reactive and slow. It seemed that things would take an age to implement and there was a reluctance to take on the challenges the business faced, which was having a knock-on effect on IT service performance. The leadership team were looking for an IT service partner that would take on the challenge to transform and modernise the service infrastructure, move the business IT systems from an on-prem to a 'Cloud-First' organisation that would significantly improve service availability and performance from any location worldwide and provide its workforce with an unparalleled end-user experience.

THE SOLUTION:

Intergence needed to firstly understand the infrastructure environment and applications so quickly initiated a detailed infrastructure discovery programme. Once we had the picture of the infrastructure and the application dependencies, we were able to quickly establish a short-term plan that stabilised the 'As-is' infrastructure minimising downtime and increasing service availability. Our mid-to-long term plan was to initiate a 'right-cloud' strategy that allowed us to successfully plan the migration of services, starting with low-risk services, to the cloud of choice, whilst at the same time rationalising service infrastructure removing vulnerable end-of-life hardware and introducing greater flexible architectural design that would allow for easier less-risk service migration of important IT services. In addition to the 80+ applications we migrated to the cloud, we also managed to retire off some 20 other applications that were either surplus to requirements, or better supported within other more modern SaaS based offerings.

CUSTOMER BENEFITS REALISED:

As well as meeting the technical objectives set by our customer, we also exceeded both OPEX and CAPEX savings. The key benefits are as follows:

1. Increased Service Availability to a consistent reported SLA of 99.98%
2. Substantial savings in OPEX & CAPEX (Achieved £0.5m Savings)
3. Improved uptime and fewer technical issues as a result of 24X7 365 service operational support and monitoring
4. Much faster and effective problem resolution due to onsite Mon-Fri Technical Support and expertise
5. A consistent, compliant, secure, high- quality 'Gold Build' for all desktops and laptops across the entire customer state
6. Greater Service Resiliency
7. Implemented Service Access Flexibility (Work from Anywhere), enabling teams to continue working and serving customers throughout the recent pandemic
8. Instilled a 'service-first' culture and passion for service performance excellence
9. Rebuilt the architectural foundations to allow for easy introduction and retirement of services
10. Provided deep insights on IT security through our Stratiam insights correlation services

THE NEXT STEPS ON THE CUSTOMERS JOURNEY:



To continue helping the business focus on delivering value / managing change without worrying about technology



To continue improving the performance of our client's IT systems through services excellence and analytical focused improvement



To ensure our clients systems and data continue to be safe, secure and compliant



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intergence

The Old Coach House, Brewery Road,
Pampisford, Cambridge CB22 3HG

Tel: +44 (0)845 226 4167

Email: contact@intergence.com



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