

Customer Solution Case Study

Braxxon Consulting – a City of London based Financial Services Consultancy, uses Microsoft Cloud Services - BPOS (Business Productivity Online Suite) to reduce costs and improve productivity and operating efficiency.

Overview

Country: United Kingdom

Industry: Financial Services Consultancy

Customer Profile

Based in the City of London, Braxxon Consulting is a leading Management consultancy specialising in post trade services for the Financial Markets.

Business Situation

Braxxon Consulting provides consulting services and risk management solutions to the Financial Services industry, working with leading financial institutions throughout the world.

Many consulting assignments require spending a great deal of time at the client's offices and generally spending time out-of-the-office. At the same time, access is continuously required to Braxxon's extensive range of documentation including research papers, procedures, client information, etc.

Teams of consultants need to collaborate with each other, sharing and exchanging ideas, assisting in reviewing analyses, reviewing reports, developing recommendations.

Consultants also make extensive use of email, accessing this out-of-the-office with Blackberry mobile devices.

These business activities and processes were supported by an on-premises IT infrastructure comprising Windows Servers, ,Domain Controllers, Exchange Servers, Backup Systems, Firewall Systems, etc. .

The IT infrastructure was operating wholly on-premises and was supported by an external IT vendor.

Information and documentation was stored, as typical, on a range of file shares on the Windows Servers and also PC's

The key issues were the high cost of the IT infrastructure, lack of SLA (Service Level Agreements for system availability /reliability.

There was a major issue that adversely impacted on the efficiency of the consultants, relating to the difficulty of accessing and collaborating on data and information, particularly when out-of-the-office,

Solution

Braxxon decided to review solutions that better suited their business requirements both in the short-term and long-term. These requirements included; the need to better support an increasingly more mobile workforce; reduce costs yet at the same time improve service quality and availability; provide a secure, easy to use and accessible-anywhere /any-time document management system.

Braxxon identified Microsoft's BPOS (Business Productivity Online Suite).as best meeting its business requirements, both in the short term and the long term. This Cloud services based solution also met one of the company's strategic objectives of allowing it to focus its management and employee resources, and capital wholly on its core business activities, rather than being distracted trying to operate and finance its own IT.

Pygmalion designs and implements BPOS

To assist in the implementation of BPOS, Pygmalion, a Microsoft Gold Partner was contracted.

Pygmalion provided services to implement a document management system based on SharePoint Online, an improved email solution based on Exchange Online, Pygmalion was also contracted to provide support for the BPOS solution. Implementation Activities included:

- Provide project plan for the migration of documents /files and emails.
- Develop SharePoint Information Architecture and SharePoint document management system taxonomy.
- Provide archiving of historic documents not required to be held in document management system.

- Migrate emails to Exchange Online
- Configure mobile devices for access to email
- Configure email clients for both Windows and MAC based PCs /laptops
- Test and handover.

The migration was completed with no disruption to access to email and documents /files.

Benefits

- An enterprise class document management system based on SharePoint Online providing on-line access to all company documents. Improving the productivity and efficiency of employees, particularly high value consultants.
- An enterprise class email solution accessible from a range of devices including PC's, Apple Macs, Blackberry Smart phones, etc
- An enterprise class SLA (Service Level Agreement) of 99.9% availability compared to the previous situation of no SLA and variable service level quality
- Savings in capital expenditure of several thousand pounds required to replace an end-of-life IT infrastructure. This has been completely replaced by BPOS.
- A reduction of at least 80 % in operating costs compared to the previous on-premises IT solution.

Contacts and More Information

For more information about Pygmalion solutions and services:-

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