

Case Study

Background

Burns Sheehan are an established and extremely successful recruitment business specialising in Digital Technology talent. Based in London with a 2nd office opening in Manchester, they have an impressive client list and achieve a world class service through innovative social recruiting methods.

Situation

Director of Operations Fleur Holland-Haque was looking not only for a new IT provider but also new premises. Their current IT provider was unfortunately not delivering, they had ceased to be pro-active and were slow to resolve simple issues. As a business who operated at the forefront of the tech community, Burns Sheehan needed their IT infrastructure to mirror that of their clients.

With the office move as an added challenge, Burns Sheehan had to modernise their infrastructure in order for them to work more effectively. They also needed a solution that was easily scalable with a view on expansion to Manchester. IT support with an efficient and responsive Helpdesk was very important, so they were looking for an IT partner to help introduce a smarter and more efficient way of working, who could also support them with both current and future challenges.

Why choose London Systems?

Burns Sheehan were in the position of expanding and moving premises, this meant they needed an IT solution that was based on robust support and offered flexibility for future demands. It was essential that they could trust and rely on their IT partner from the planning stage through to the 'go live' day and beyond.

Fleur said 'When London Systems approached us, they wanted to have an actual conversation. They were interested in what we wanted rather than giving us a 'hard sell' on what they thought we should have. Right from the beginning they were both passionate and helpful.'

'Life is easier for me if I work with people who make things easier...London Systems do just that.'

Fleur Holland-Haque, Operations Director Burns Sheehan



BurnsSheehan

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Solution

Their IT systems were already hosted with another provider but they found the systems were quite often slow to access and the service levels they received weren't what they expected. Additionally they didn't have a dedicated Account Manager to talk to, so communication was difficult.

London Systems supervised a Colt fibre circuit installation into the new office and designed the new network around a fully scalable, secure and high performance hosted platform. The backend systems had been built in advance, fully tested and what remained was the export of the data from the previous system and the email migration onto Microsoft's 365 platform.

London Systems spent the move weekend installing and configuring hardware in the new office. Mailbox migration also went smoothly and the Monday following was the 'go live' day. Everyone was able to start work at the usual time with no network access issues.

Outcome

Fleur says 'Moving day was a great worry, we had been planning it for a long time and there were bound to be things we hadn't thought about. Any problems we did experience had nothing to do with our IT – in fact that went great!'

Fleur continues 'The guys just got on quietly and sorted things out. Their presence on site was reassuring and they were always very calm. They've taken on additional challenges since we've moved, so we know we can trust and rely on London Systems whatever the situation.'

'London Systems have been there when I needed them and I now understand the value of having a 'go to' person, my Account Manager.'

Fleur Holland-Haque, Operations Director Burns Sheehan



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