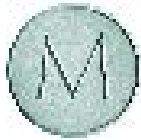




Case study

Outsourcing_Mapeley



Mapeley

The Client

Mapeley is one of the UK's leading providers of long-term serviced business space to governments and major corporations. Managing over 2.2 million square metres of real estate, Mapeley delivers every aspect of serviced space, from maintenance and life-cycle investment to security, catering, cleaning and childcare.

Mapeley positions itself as a business partner who will convert property assets and liabilities into a customer focused accommodation service that significantly reduces operating costs, maximises flexibility to support business change and eliminates property related risk.

BSG have shown innovation in identifying and implementing new ideas for how we can be more efficient in the way in which we all work.

Outsourcing

Executive Summary

Businesses all too often feel let down after outsourcing IT to organisations who all too often fail to live up to or deliver on their promise. Mapeley has ambitious growth plans and it was essential that they found a technology partner who was not only able to provide the day-to-day technical support they required but who also understood their business objectives and how innovative technologies could enhance their competitive advantage.

The Challenge

Technology plays a critical role in Mapeley's client service delivery - yet IT is not one of Mapeley's core skills. Their challenge in outsourcing critical IT functions was to ensure that their chosen provider was able to meet their stringent demands in providing comprehensive and flexible service coverage, 24x7, via an expert team, at a competitive price.

The Solution

BSG was employed by Mapeley to be their IT operations team. BSG managed a comprehensive change management programme in transitioning from Mapeley's previous outsourcing partner within 3 months. This transition required top class project management and technical skills as it involved the physical transfer of Mapeley's core back-office systems into BSG's datacentre, whilst Mapeley carried on its 24x7 business.

BSG was also instrumental in designing a Cisco Wireless solution for all Mapeley users that included a HP wireless printing environment as well. 'Hot desking' has been implemented as a result whereby users can sit anywhere there is a free desk to access the network. This has had a positive impact on the working culture with Mapeley and allows them to offer a more flexible working environment, whilst maximising the utilisation of their premises. Another development has been to provide all users with guaranteed log-in at both key Mapeley sites - in London and Milton Keynes and from home. This means that there is no need to amend profiles between sites as the one corporate standard allows easy access to corporate information, from office or home.

The key benefit for Mapeley in adopting wireless has been improved personal productivity as a result of faster information distribution and access via tablets, pda's or notebook computers.



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The relationship with BSG has enabled Mapeley to further its aim to be regarded as the 'best-in-class' provider of long term serviced business space in the UK.

An expert helpdesk and technical support team has also been set up to manage the WAN and 24x7 technical infrastructure support Mapeley's UK Head Office (at Euston Tower in London), 4 regional Headquarters and 20 Customer Services offices around the country.

Mapeley also has access to BSG's system integration skills in implementing plans for a UK mobile workforce.

In addition to the day-to-day outsourcing service Mapeley also entrusted BSG with other business critical technology projects. These included the relocating of the Mapeley Head Office from Milton Keynes to central London. This was managed and implemented within just 4 weeks.

The Benefits

- The relationship with BSG has enabled Mapeley to further its aim to be regarded as the 'best-in-class' provider of long term serviced business space in the UK.
- Mapeley has adopted a more innovative approach to outsourcing critical IT functions ensuring not only more effective cost control but also access to best practice and emerging technologies, like flexible working via integrated Wireless solutions.
- The delivery of more effective and reliable 24x7 technical support and fully managed hosting service.

Client testimonial

"The attraction of working with BSG is that they have demonstrated genuine expertise in all of the areas we require. They have shown innovation in identifying and implementing new ideas for how we can be more efficient in the way in which we all work and IT outsourcing as well as real discipline in meeting our demanding service level agreements. BSG's commitment is simply illustrated in the structure of the deal where their remuneration is linked to the achievement of our business goals."

John Heywood

IT Director, Mapeley.

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