



Case study

Customer Case Study_Northern Trust



BSG's end-to-end service has allowed us to consolidate our IT maintenance support from a variety of vendors down to one expert provider.

The Client

Northern Trust is one of the world's leading providers of global custody, investment management and asset administration services.

With over 9,400 staff worldwide, including 800 staff in their global custody operations centre in London, Northern Trust provides custody services for more than 1,200 institutional clients. Total assets under custody are in excess of £1.2 trillion.

Their clients are based in 37 countries around the world, with investments across 99 markets. They include a number of pre-eminent organisations and companies in the UK, Continental Europe, Far East, Middle East and the USA.

Their focus is to develop long-term, committed relationships with clients by delivering high value, technology-driven services with a keen emphasis on the human touch.

Hardware, Software and Network Support Executive Summary

Northern Trust success is based on effectively managing a 'high touch' customer service - this service is crucial to their continued success and they have chosen BSG to provide highly effective on-site support services for their City of London offices.

The Challenge

Northern Trust wanted to improve the responsiveness to their internal partners and identified the need to work with an organisation capable of ensuring a reliable and expert service which would reduce the downtime experienced by their internal users.

Northern Trust also wanted to consolidate a number of existing infrastructure support contracts in order to reduce costs and maximise the consistency and quality of the service delivered.

The Solution

BSG was appointed to deliver a fully managed on-site support service to Northern Trust covering servers, desktops, laptops and a variety of printers and scanners for each of their City offices. The service includes a dedicated on-site engineer with back-up from a larger and highly skilled technical resource pool.

The Benefits

Northern Trust have experienced three key benefits since outsourcing to BSG:

- Improved speed of response and quality of fix so that the same problem rarely re-occurs.
- Improved synergy and efficiency with other parts of the Northern Trust business as systems are supported across different sites.
- Access to BSG's expertise, experience and high partner accreditation (e.g. BSG is one of only 9 companies in the UK who are ESDP's - Enterprise Solution Delivery Partners - giving them unrivalled access to latest technologies and competitive pricing).



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Our partnership with BSG allows us to maximise savings on our IT maintenance costs.

Client testimonial and contact details

“Our partnership with BSG is an important one for Northern Trust as it allows us to maximise savings on our IT maintenance costs. Their end-to-end service has allowed us to consolidate our IT maintenance support from a variety of vendors down to one expert provider. Now we rely on BSG’s 15 year plus experience in not only delivering pre-configured hardware, with our image already loaded, to our desktops within 5 minutes of when we want delivery but also in their day to day support that minimises our system downtime”

Stephen F. Parrott

Vice President, London Technical Services, Northern Trust

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