



CASE STUDY:

A Strong Partnership for Success in the Cloud

Summary:

Client:

Association of British Insurers (ABI)

Sector:

Trade Association

Company Size:

115 staff

Key Technologies

Microsoft Azure, Office 365, CRM

IT Lab Services Provided:

Service Delivery Management and Reporting, 24/7 Service Desk, Full-time Onsite Support

Project Goal:

To optimise the benefits of ABI's implementation of a cloud infrastructure with the provision of strategic advice, proactive support services and a dedicated onsite engineer working closely with ABI's team.

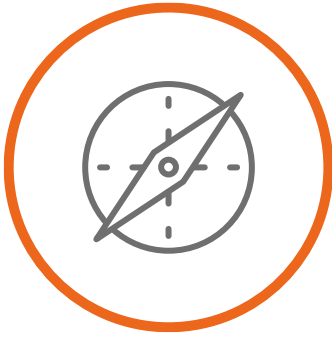
“Concluding a comprehensive selection process for an IT partner to manage our Azure and Office 365 cloud infrastructure, we chose IT Lab who stood above the crowd. They proved we made the right decision, demonstrating strong capabilities managing our entire IT service portfolio and showing themselves to be a trusted, business focused partner. They engage with us at every level - from their personable, capable engineers to their dynamic CEO.”

- Lawrence Withy, CRM Project & IT Services Manager - Association of British Insurers



The Client:

The Association of British Insurers (ABI) is the respected voice of the UK's insurance and long-term savings industry. Formed in 1985, it has more than 250 member companies and 100 plus staff working with government, regulators and policymakers - both in the UK and internationally - promoting industry best practice and consumer knowledge.



Navigate:

Defining Challenges and Opportunities

To support ABI's objectives and deliver a strong return on its investment, IT Lab:

- Undertook a full technical audit of its systems to ensure they were fit for purpose.
- Continually monitors system performance, ticket trends and monthly reporting to identify performance and productivity gains.
- Constantly evolves the technology roadmap, working closely with ABI's key business stakeholders to find the right solutions to fit the organisation's needs.

“The true value in the partnership between ABI and IT Lab is that we work proactively together to ensure the best possible outcomes. The close relationship between our team and ABI has already delivered significant operational benefits and we continue to work tirelessly to hone ABI's technology roadmap,” says Brett Niven, IT Lab's Head of Business Development.

Integrate:

Delivering Infrastructure and Applications

To ensure optimal performance of ABI's infrastructure, IT Lab:

- Reconfigured the network backbone to eliminate single points of failure.
- Replaced the firewalls with a redundant cluster to reduce the likelihood of outages.
- Replaced a heavy and poorly configured enterprise system with simpler, more reliable systems to improve performance, integrity and stability which in turn;
- Reduced ABI's costs.

Alastair Cox, IT Lab's Account Manager for ABI: “Our team, together with our dedicated onsite engineer, worked closely with the ABI to identify pain points and highlight areas of high risk. As a consequence of our discussions, we planned and delivered key projects which rapidly improved the performance and stability of ABI's systems.”

Operate:

Delivering Business Benefit

To maximise ABI's efficiency and productivity through technology, IT Lab:

- Combines the joint forces of its technical and operational teams to work closely and openly with the ABI, forging a deeper understanding of its business and user needs.
- Focuses on delivering a positive and friendly support experience, helping users to see IT as a powerful enabler rather than a necessary burden.

“With IT Lab on board, our focus has shifted from merely supporting technology to how technology can support our business. We continue to be impressed with the support, projects and strategic planning they provide.”

- Lawrence Withy, CRM Project & IT Services Manager - Association of British Insurers