



Enterprise Networking and Data Centre

DIGITAL TRANSFORMATION HELPS AWARD-WINNING PRACTICE PAVE THE WAY FOR CONTINUED BUSINESS EXPANSION AND GREATER CLIENT SATISFACTION

EXECUTIVE SUMMARY

Sheppard Robson

Leading architectural practice



Challenge

- Support rapid growth
- Reduce risk of network downtime and data loss
- Release IT people to focus on higher value work



Solution

- Professional services for solution design and implementation
- Network upgrade for improved speed and performance
- FlexPod converged stack for simple, reliable data centre operations
- Ongoing consultancy, technology roadmap and deployment services



Results

- Increased business agility
- Greater IT visibility and control
- More time for IT to innovate

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CHALLENGE

With its award-winning global projects, Sheppard Robson leads the way in sustainable architecture. Its pioneering designs include the The Siemens Middle East Headquarters and the Lighthouse, the first zero-carbon house in the UK. To keep pace with its fast growth, the company embarked on a major transformation programme, which would take a complete IT strategy rethink.

It was clear the company had to adopt a more efficient and responsive IT model. Among other things, that would involve upgrading its networks while taking back control of storage and hosting from third party outsourcers.

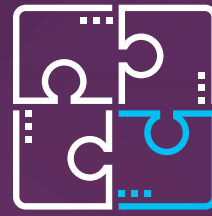
“The initial challenge was going to be finding the necessary headroom and skills to make it happen,” adds Simon.



“Hitherto, our IT team had spent most of its time handling complaints and fire-fighting IT stability issues.”

Simon Johns
IT Director





SOLUTION

- ✓ Sheppard Robson had engaged with Creative ITC two years prior in West London location.
- ✓ Using automated software tools to collect network data, a Creative specialist uncovered known vulnerabilities and products at or approaching end-of-life.
- ✓ "There was no asset register, so this was a key piece of work," explains Simon. "The audit fully documented our IT infrastructure. Creative also provided recommendations to help us correctly plan so that we only spent money where it was really needed."
- ✓ Now, staff at the company's five UK offices benefit from superfast network connections powered by the latest Cisco Catalyst switches. Insourcing with twin, on-premise FlexPod systems for improved application performance and disaster recovery puts the IT team firmly in the driving seat. Light-years from the company's previous arrangement, data is replicated between sites; and bandwidth is no longer a constraint.

"We were looking for a partner to augment, not replace, what we do,"

"Creative provides a safe pair of hands. We can depend on its expertise and bounce ideas off its people."

Simon Johns
IT Director.



RESULTS

- ✓ With consistent, seamless IT services employees, partners and customers now collaborate and work more productively. Quality and speed of decision-making has improved, saving time and effort, while projects run more smoothly.
- ✓ Flexible solutions have added extra business agility. When Sheppard Robson relocated its Glasgow office, Creative bridged the gap. "Our local service providers were quoting several weeks and couldn't meet our aggressive plans," Simon recalls. "Creative stepped in with the loan of a 4G router so we could get the site up and running on time."
- ✓ Risk has reduced significantly, due to greater IT visibility and control. New IT management software means the IT team is able to spot issues before they disrupt the business. "We identified three showstoppers, avoiding big potential problems," says Simon.

User satisfaction is soaring, sparking a welcome change in the nature of IT work. Enquiries coming into the IT service desk are now very different. Complaints about slow connections or underperforming email and storage are now virtually unheard of.

When a member recently left the IT team, the additional workload was absorbed without having to recruit and train a new person. That simply wouldn't have been possible with the old reactive IT environment. "We can focus on higher-value work, like helping the business transform and innovate," concludes Simon.

"We were looking for a partner to augment, not replace, what we do. Creative provides a safe pair of hands. We can depend on its expertise and bounce ideas off its people."

Simon Johns,
IT Director
Sheppard Robson



WHEN IT COMES TO COLLABORATION, CREATIVE CLEARLY GETS THE CALL.



Creative ITC



Gold
Partner

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