



Data Centre

LEAN IT MODEL PROVIDES FINANCIAL SERVICES COMPANY WITH AN AGILE VIRTUAL DESKTOP INFRASTRUCTURE FOR GROWTH AND INNOVATION

EXECUTIVE SUMMARY

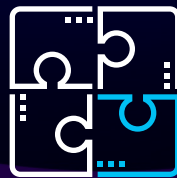
Tilney Group

Top financial services company



Challenge

- Ensure business meets aggressive merger
- Improve unpredictable VDI performance
- Reduce IT complexity and expense
- Release resources to focus more on innovation



Solution

- Professional services for solution design and implementation
- FlexPod converged stack for simple, reliable data centre operations
- Ongoing consultancy, technology roadmap and support services



Results

- Better placed to accelerate business growth
- Fewer IT complaints, plus a 13 per cent saving in operating costs
- User log in times cut by a factor of eight

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CHALLENGE

Tilney Group is on a journey to become the UK leader in financial planning, wealth and investment services. This bold plan relies on organic growth and timely purchases of complementary companies. So, when it announced the purchase of Ingenious Asset Management (IAM), its small IT team came under the spotlight.

Already under pressure from issues like ageing hardware, single points of failure and lots of supplier relationships to manage, the high-profile IAM acquisition brought such legacy challenges sharply into focus. "We had 12 weeks to on-board 40 new staff, along with their data and applications," says Laura Lee, Head of IT Operations at Tilney Group.

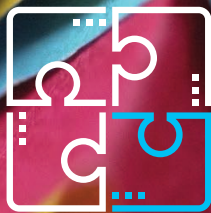
"Failure wasn't an option. Everything had to be in place on day one. Short on time and resources, we needed a trusted partner to help make it happen."

Laura Lee,
*Head of IT Operations
at Tilney Group.*



Creative ITC

To learn more about Creative ITC and the solutions featured in this case study, visit www.creative-itc.com



SOLUTION

Tilney Group turned to Creative ITC. "As soon as I met Creative I was impressed by their professionalism, expertise and passion," recalls Laura. **"They promised to deliver and that's exactly what they did."**

As well as solving data centre capacity and stability issues, Creative specialists helped improve the performance of the company's VDI.

The answer was moving to a scalable, converged IT stack built with the latest easy-to-manage Cisco compute and NetApp storage technologies. **"FlexPod gave us the ability to scale up servers and create virtual desktops within seconds,"** says Chris Roberts-Jones, Technical Services Manager for Tilney.

With the IT team in the process of transitioning users to the FlexPod platform, news of a second acquisition broke. The purchase of Towry Group, an organisation larger than Tilney itself, would grow the business to over 1,200 staff across 30 offices.

Once again, Tilney was able to expand – easily and quickly with zero downtime. Unlike traditional approaches that require manual configuration for every change, FlexPod automates this process by allowing service profiles to be created and mapped to physical servers.



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RESULTS

- ✓ A more agile IT model enabled Tilney to take unexpected growth in its stride. "Disruption's been minimal," says Chris. "Creative went the extra mile. They even loaned us equipment and did the swap out at no extra cost to make sure we hit our deadlines."
- ✓ Employees enjoy a vastly superior VDI experience, with average log-in times reduced from four minutes to 30 seconds or less. Other core systems, such as the company's website and SQL databases, are also more stable and performing significantly better.
- ✓ Before, IT people were engaged in non-stop firefighting. Now, they're less reactive and they seldom receive complaints. So there's more time to meet with customers and discuss ideas for IT improvements and business innovation.
- ✓ Tilney is also realising new efficiencies and financial benefits. In 2016, the IT team delivered a 13 per cent operating cost reduction and is on target for a further 15 per cent saving in 2017.
- ✓ Laura Lee sums up the transformation: "Major incidents rarely occur. There's still work to be done, but we're starting to build confidence across the business. IT is now seen as an enabler, rather than a barrier to growth."

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