

CASE STUDY

CAJA GROUP ENJOY PEACE OF MIND WITH 24/7X365 MANAGED SERVICE



CAJA GROUP



THE PROJECT

Partner of risual, Caja Group is an entrepreneurial UK wide business transformation consultancy organisation. The firm provides a wide range of services from strategy, organisation and service design, transformation, optimisation and change management. Caja has many years of experience with the services offered and works in industries such as Healthcare, Higher Education and Government bodies.

risual and Caja's most recent project was to deliver a comprehensive 24/7x365 Managed Service (rMS) to enhance its existing IT department. The services include flexible and managed options, adjusted to the firm's needs, coping with workloads and covering multiple technologies. The services are secured by Microsoft technology and risual engineers are security cleared. Caja are cyber protected and compliant with UK standards using our services.

ADVANCED PROTECTION WITH RMS



As a fast-paced organisation, it's critical Caja have the comprehensive and appropriate IT support to continue investing in the areas that matter most – client delivery. Caja initially had an internal project manager, who alongside his own job role and activities managed and maintained daily technical tickets and issues.

BUILDING A FLEXIBLE SOLUTION

risual's managed services (rMS) offers an advanced monitoring system led by certified engineers. The services include more automation with clearer reporting metrics to have a better understanding of the data stored in the cloud. The security of the data is fully managed by rMS, with consistent updates and monitoring to ensure companies are up to date with current and emerging threats.

risual are a Microsoft Gold Partner in several competencies, governed by our accreditation with ISO 270001, ISO 20000 & Cyber Essentials Plus and a Microsoft Azure Expert MSP (one of only 65 Microsoft partners globally).

Our ITILv3 and v4 certified Service Delivery Managers ensure all aspects of service delivery conform to industry best practice, whilst developing a personalised, flexible service for all our clients. Our Azure Expert MSP accreditation also benefits clients by unlocking Microsoft funding mechanisms that are not available to other Microsoft partners, helping our clients achieve more value for the investments that they have made in Microsoft cloud technology.

risual Managed Services staff are all fully certified, with over 300 individual Microsoft technical certifications across our managed service technical team of 40 individuals. The breadth and depth of capability across the division is further enhanced through our recruitment policy for risual Managed Services. Our UK-wide digital apprenticeship scheme was formed from our own success in developing talent from within our region, not only building technical capability, but also cognitive and customer service skills. Having the ability to coach and mentor our young people to the standards and ethos of our organisation has considerably benefited our managed services clients and is highlighted by our 94% client retention rate year on year.



THE BENEFITS

Following our focus on client satisfaction, risual Managed Services department currently hold a total Net Promoter Score (NPS) of 82.54, which is significantly higher than the industry average (60). This outstanding score further demonstrates the commitment our staff have to delivering credible services and achieving exceptional results for an array of clients.

With the support of risual, Caja is now able to focus its efforts on other areas and growing the business.

Effective working

risual Managed Services has enabled Caja employees to focus on effective delivery of its consulting services without having to worry about IT enquiries.

Secure environment from any place

Caja's data is secured and is continuously monitored by rMS, ensuring all systems are updated regularly.

24/7x365 protection

Using advanced technology the rMS team will monitor and protect Caja employees and the organisation data from a potential breach. Each employee can now easily raise a case with rMS through instant chat, enabling a seamless end user experience.

Ongoing monitoring

Monthly reviews are scheduled between both organisations to discuss the results of the services and upcoming projects.

"The service provided by risual means we can assure our clients we are compliant with UK security protection standards."

Rachel Campbell, Resourcing Manager at Caja Group

