



The Client

SRI is a global talent and recruitment consultancy with a team of nearly 100 staff based across four continents. Their core services are Executive Search, Networking and Talent Consultancy, which they deliver across highly-specialised industry verticals including Media & Entertainment, Content & Technology, Sport, eSport and Fashion.

The Challenge

In 2017, when the management team at SRI decided that they needed to invest further in IT in order to meet their ambitious growth forecasts, they had a tough decision to make. Did they stay with their current IT services provider or find a new partner? Staying put might mean less disruption, but on the other hand they felt they were being overcharged and routinely ignored in favour of larger clients.

SRI sought some external advice, and Assembly's name came up several times. When SRI Finance Director James Nichols realised that we were the sister company to Assembly Global Networks, who they had worked with many times over the years, he decided to invite us in for a chat.

In addition to increasing frustration with the day-to-day user and network support they were receiving, there was an imminent business acquisition looming and a global rebranding project to follow, and the management team agreed that this was the most appropriate time to carry out a full network infrastructure refresh, including additional security features and an upgraded VoIP system.

THE SOLUTION

Assembly's Professional Services team proposed a two-stage solution, with the first task of stage one being the migration of all routine support services, including monitoring and network management, whilst a UK head office move was being prepared. In advance of this, a new global connectivity platform was sourced, and a complete replacement of the out-of-date hosted voice solution was prepared for deployment.

Stage two would involve installing a fully-managed Office 365 and Sharepoint environment for the new US office, before rolling this out across all global sites. Once up and running, a remote back-up solution and a suite of managed security services would finally go live.

"It's always a stressful process to put your company's future in someone else's hands. Our success to date has been down to our own skills and experience, so letting go of that level of control to Assembly was culturally quite difficult. Fortunately, we had chosen the perfect partner as not only did they deliver exactly what we needed on time and on budget but they also kept us completely involved at every stage, which was hugely reassuring."

Jim Chaplin, Global CEO, SRI

The Process

Once the 24/7 support went live, the new UK head office was the main focus, with new fibre installed and test-bed deployment of the Office 365 and Sharepoint environment was done in advance to ensure a no-downtime installation in the live production environment.

A project team was then sent to the New York to manage the set-up of the US office, including the first install of the Office 365 and Sharepoint environment before this was rolled out globally, replacing the incumbent Citrix solution which was decommissioned.

Finally, the existing back-up service was switched to our hosted back-up and the global security suite went live, including two-factor authentication for all user sign-ons.

THE RESULTS

The upgraded and centrally-managed fibre connectivity and new hosted VoIP solution have delivered a uniform and highly stable user experience across all areas of the business, which has enabled SRI to achieve true real-time collaboration between colleagues all over the world.

The 24/7 user and network support services are more responsive and proactive than before, and are also delivering a 12% annual cost saving compared to the previous supplier. The new back-up and security platforms have not only proven less complicated to manage and use than SRI's existing services, but are also fully compliant with all applicable statutory and regulatory compliance obligations worldwide.

SRI are so pleased with the results that they are now planning a global desktop refresh and various other Assembly services.

"No mistakes, no false promises, excellent guidance and absolute professionalism at every point and at every level of the company. We're delighted with the outcome and delighted to have Assembly as our long-term IT partner."

James Nichols, Finance Director, SRI