

CASE STUDY

COUNTRY BASKETS

PROBLEM SUMMARY

Rapid growth meant their current IT team couldn't facilitate their infrastructure.

SOLUTION SUMMARY

A tailored fully managed support solution was implemented to fully manage their IT.

THE BACKGROUND

CB Imports are one of the UK's largest importers of artificial flowers, floral supplies, pottery and glassware, homeware, giftware, Christmas and seasonal products. We have a long standing relationship with CB Imports, originally operating in an IT support capacity. We worked alongside their existing in-house IT team and acted as an escalation point for any serious issues with their IT infrastructure.

Rapid growth meant that their small internal IT team couldn't facilitate both the current level of management required by their systems, and the need to develop a strategy for the future planned growth of the business, without incurring significant additional costs. To ensure that the business could operate optimally, perform cost-efficiently and grow effectively, BCN Group became their Fully Managed Service Provider.



100 STAFF



1 LOCATION



WAKEFIELD



RETAIL

BCN SOLUTION

As CB Imports Platinum Managed Service Provider, we became their dedicated IT division; taking complete provision of their IT. We ensured that their IT infrastructure delivered maximum performance and agility, and we have provided a strategic vision that meets the requirements of the company now, and has the ability to scale upwards to meet growing business demands in the future. As a Platinum partner, CB Imports benefit from the following services:

- **Dedicated Service Delivery Manager (SDM)** - An SDM is a dedicated point of contact, ensuring that CB Imports IT strategy is implemented to the highest quality, on-time and within their budget.
- **Regular Service Review Meetings** – We consistently hold meetings to update the Directors on projects and milestones, as well as presenting statistics on contracted service level agreements (SLAs).
- **IT Director Strategic Planning** – We devised and implemented a complete IT strategy, including project and departmental budgeting and documentation. The strategy was then communicated to the Board of Directors.
- **Fully Managed IT Budget** - We take control of their IT budget to ensure that it is utilised in the most effective manner to improve business functionality.
- **Frequent Proactive On-Site Visits** – Our skilled and experienced engineers pro-actively visit CB Imports, helping to identify and resolve issues as well as identifying opportunities for system improvements.
- **Complete Provision of IT Infrastructure**

THE BENEFITS

CB Imports successfully outsourced their IT infrastructure to BCN Group, and we are a trusted partner who operate as an extension of their internal team. As a result of the work we have undertaken, CB Imports now have a clear strategic vision for the future of their IT infrastructure, as well as benefitting from instant and extended hour's access to a pool of IT knowledge and expertise.

We have helped to streamline their operational efficiency from an IT standpoint, and reduced costs by consolidating their IT expenditure into an ongoing monthly budget.

The introduction of an outsourced partner was a big decision for us but since BCN Group have been involved it has taken a lot of the day to day issues off the desk of our ICT Technician and resulted in me being able to deal with KPI's.

The additional support and the guidance they provide our ICT Technician has also seen him progress and develop further which is of a real benefit to us.

Martin O'Connor,
Assistant Principal



For more information on our service offering, please contact one of our experts info@bcn.co.uk