

## Teneo delivers Managed WAN Optimisation Service to Financial and Professional Services Firm JLL.

JLL is a financial and professional services firm specialising in commercial real estate services and investment management. They create value for companies and institutions that invest in and use real estate.

With more than 70,000 employees across 280 corporate offices worldwide, they serve the local, regional and global real estate needs of corporates and investors in more than 80 countries. Their integrated services offering is grounded in expertise in all property types, a deep understanding of real estate markets and capital markets, and is coordinated and consistent across geographies.

Given the global structure of JLL's business, to ensure that they can provide a uniform network experience across varying bandwidth rates, JLL has invested in Riverbed's WAN Optimisation technology. Since 2009, Teneo has been JLL's preferred WAN Optimisation partner, supporting and maintaining their Riverbed SteelHead Estate. JLL also has a fully managed service from Teneo to help them to manage their SteelHeads globally on a 24x7 basis.

Teneo's Managed WAN Optimisation service ensures that the Riverbed solution is operating at an optimal level, which can be a constantly moving target. With this service, Teneo helps JLL ensure that WAN Optimisation supports the business by focusing on the right apps and pre-empting the impact of any strategic change. Through their Teneo Technical account lead, JLL receives regular service review updates and any recommendations to ensure continual service improvement.

### THE CHALLENGE: TURNING IT INTO A 'BUSINESS ENABLER'

When EMEA IT Service Operations Director Darren Munsey joined JLL in 2014, his challenge was to improve the perception of IT

within the business and create innovative technology services. Crucial to this was the ability of the IT department to provide a strong foundation for the business so that wider innovation was enabled.

***"The directive from the CIO was that service stability needed to be established to allow us to focus on innovation. We had to look at how IT could bring revenue into JLL, rather than exist as the historical 'break-fix' service organisation IT had always seemed to be," said Darren***

For instance, when Darren first joined JLL, infrastructure incidents impaired the ability of staff to carry out their business, leaving them with no email, Internet or shared documents. This resulted in an inferior perception of the IT department across the business.

***"A robust and stable technology environment is paramount for any Fortune 500 organisation. Without this, not only is business productivity significantly impaired resulting in financial loss, but the brand damage caused is potentially irreparable," Munsey explained.***

The real estate market, like most industries, was becoming increasingly digitised, and JLL was aware that it needed to invest in its in-house technology to stay one step ahead of its competitors.

The challenge for the IT team was to be at the forefront of this innovation, rather than be seen as the enemy of it. To do this, the team needed to make sure that they had time and resource to dedicate to those in-house projects, while making sure that the 'lights were kept on'. The ability of the IT department to provide a strong foundation for the business has been vital to enabling wider innovation.

### INDUSTRY

- Commercial Real Estate.

### CHALLENGES

- Poor perception of IT due to historical network-related outages.
- Relationships with service providers in need of improvement.

### SOLUTION

- Build strategic partnerships with service providers.

### BENEFITS

- Internal team time freed up allowing them to focus on innovative projects.
- Focus on continual service improvement as opposed to break-fix.
- Improved relationships with service providers resulting in two way benefits.
- Service providers able to see the estate holistically and make recommendations.
- A service review pack that can be passed up the management chain with the data they need such as cost savings.

## WHY OUTSOURCE?

When Darren joined JLL, they already had a wide range of outsourced service providers and the reasons for doing this were pretty clear. Using an outsourced specialist such as Teneo meant that specialist skills in some areas were not required in-house, leaving the in-house team able to focus on innovative initiatives.

*My personal experience of Teneo support is that they're very responsive to our needs!*

*SLA's are always met, which is one of the first things to look at coming into a new company. They're very much an extension of the JLL support team, which is the biggest compliment that I can give them!" Darren stated.*

In addition to this obvious benefit to the team, Darren had looked at the figures and quickly realised that it was also very cost effective. Not only did his suppliers have the global reach that JLL needed, there were less management overheads required to achieve this.

However, there was room for improvement and Darren knew that he was accountable for the service to his business alongside the outsourced services partners.

## THE SOLUTION: BUILDING STRATEGIC PARTNERSHIPS WITH SERVICE PROVIDERS

Although Teneo had been providing a Managed WAN Optimisation service to JLL since 2010, Darren noted that there was room for improvement both in the relationship that JLL had with Teneo, and the service that they were receiving.

By treating his service providers as strategic partners, Darren knew that the business would be the ultimate beneficiary. This approach was an exact fit for the way Teneo likes to work. We believe that our Next-Generation Technology expertise, coupled with the insight we gain from monitoring

and reporting on our customers' infrastructure over time means we're well positioned to contribute to their future architecture ideas, just as if we were part of their own team.

Darren's approach was to ensure he spent plenty of time setting his expectations and providing guidance to his service providers. He realised that if he was not treating them as part of the team, they would not be able to become trusted advisors. He also knew that it was important to have an element of trust in that fact that his partners were up to the job, and not shadow them.

As with his internal team members, Darren also found that success came from monitoring performance with regular services reviews. Not only did regular meetings ensure that he knew the status of his technologies at all times, but also ensured he had the correct information to report up to his own management team.

## THE BENEFITS

Darren had been keen to change the perception of IT within the business and he believes he's made great progress toward this.

*We're moving from being a traditional internal service provider to a 'business enabler. The business will now approach IT saying they need technology to differentiate us from our competitors. Our focus is not only to deliver innovative cutting-edge tools and applications but to proactively research the latest technologies we believe will benefit the business strategy," Darren added.*

By improving the relationships with JLL's existing service providers, the service to the business has improved. IT is now seen as a business enabler and Service Delivery is driving innovation.

***"SLA's are always met, which is the first thing I'm going to look at"***



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