



Customer Case Study

Cloud Transformation Project



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For Phoenix Recruitment Services

Summary

Phoenix Recruitment Services (PRS) is one of the leading providers of recruitment services to the Building and Services sector.

PRS were referred to Meritum Cloud by an existing customer to help them move away from a Citrix Hosted Desktop managed by their incumbent IT services provider. Being in a fast-paced industry, PRS required a modern and future-proof IT platform to help them work smarter and be more competitive.

About PRS

PRS is a leading Property & Built Environment recruitment specialist operating nationwide.

PRS supply hundreds of clients every day from contractor, to client direct, consultancy and procurement networks.

Established in 1999, PRS has offices in London, Southampton, Birmingham and Manchester



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The Challenge

For a number of years, PRS relied on a Citrix Hosted Desktop to provide their employees with the productivity and line-of-business applications. Hosted in a remote Data Centre and accessed over the internet, the PRS IT platform suffered from downtime, inconsistent performance and lack of high availability.

Legacy Operating Systems and applications provided usability and compatibility challenges. Collaboration with peers and clients was limited due to lack of modern technology.

Some of the most common problems included:

- Complex legacy IT platform
- Unsupported Operating systems
- Out-of-date applications
- Inconsistent performance
- High TCO and inflexible cost model
- Insufficient performance for Power Users
- Poor support and maintenance standards
- Down time due to legacy hosting model

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The Solution

Meritum Cloud analysed the existing IT environment and worked with PRS to define business and technical requirements. To address the needs of the business, Meritum Cloud recommended a Microsoft solution based on Office 365 and Intune, complimented by several other cloud services. The solution addressed the end-to-end needs of a modern business including productivity tools, cloud-based mail, data, and backup, to name a few.

With productivity, collaboration and security being the main drivers for this transformation, the following technologies were leveraged in the solution:

- **Brand new Dell hardware with Windows 10 Pro** - connected to Azure Active Directory
- **Office 365 Business Premium** – Microsoft’s ‘ever-green’ productivity platform
- **Exchange Online** - highly available, cloud-based mail service
- **One Drive with SharePoint Online** - File storage and collaboration
- **Microsoft Intune** - Windows 10 and mobile device management
- **Printix** – cloud-based printing solution with follow me printing capability
- **Exclaimer** - cloud based email signatures for Office 365 mail
- **Skykick** – cloud-based backup for Office 365 mail, OneDrive and SharePoint Online
- **Webroot** - virus and malware protection
- **Datto Endpoint Management** - monitoring and patch management for PCs and laptops

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“Meritum put forward an impressive plan and offered to take over the management of our new cloud environment post go-live”

Richard Snarey, Director



The Benefits

The new, cloud-based platform offers a range of features and capabilities previously unavailable to small businesses. Adopting Microsoft Cloud Services gave PRS financially-backed uptime guarantees, always up-to-date software and familiar user interface with consistent performance.

The benefits to the business include:

- Highly performant and secure productivity platform
- Advanced IT solution with no infrastructure investment
- IT costs reduced by ca. 30%
- Predictable, affordable pay-as-you-go pricing
- Latest operating system and applications
- Reduced loss in revenue due to downtime
- Improved employee productivity and collaboration
- Technology supporting 'flexible working' culture

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“We rely on Meritum to manage and monitor our cloud whilst also assisting our in-house team with IT project works on an ad-hoc basis”

Richard Snarey, Director



Why Meritum Cloud?

- Customer focused Modern Cloud Solution Provider
- Microsoft Gold Partner - technology partner you can trust
- A comprehensive portfolio of design, deployment and support services
- Highly skilled teams with passion for customer service
- Flexible engagement and pricing models
- Trusted, long-term IT partner

“We have always found Meritum Cloud to offer an extremely professional service with very quick response times. We envisage partnering with them for the foreseeable future”

Richard Snarey, Director



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