PORTSMOUTH FC CASE STUDY



Pompey have enjoyed a strong working relationship with Matrix and were pleased to reward their service with a new contract at the last renewal.

The club recognise the importance of working with a partner who has the flexibility to support any event but also the ingenuity to help develop solutions to provide Pompey the edge in competition.

Darren Parker, Head of IT Systems, Portsmouth Football Club

CUSTOMER
PORTSMOUTH FOOTBALL CLUB

EMPLOYEES
100 - 150

LOCATION
PORTSMOUTH

INDUSTRY
LEISURE AND HOSPITALITY

SERVICES
MANAGED IT SUPPORT
OFFICE 365
CONNECTIVITY
ONLINE BACKUP

ABOUT PORTSMOUTH FC

Portsmouth Football Club (Pompey) is a professional football club, founded on 5th April 1898, located in the city of Portsmouth.

The club was founded by John Brickwood as Chairman and although Pompey was established on 5th April, there was no actual football ground or a team of players until 1899.

On 16th April 2024, Pompey were crowned champions of EFL League One and were promoted to the EFL Championship. The EFL League One champions trophy was presented at Fratton Park on 20th April 2024 after the conclusion of the final home game of the season against Wigan.

The company has been a long-standing partner of Portsmouth FC since 2014, a deep-rooted commitment to supporting the local community, particularly the region's sporting scene.

The company recently extended their decade-long partnership to continue as the club's official half-time partner and sponsor of the Players' Lounge at Fratton Park. The team also provides IT Support to the club at both the stadium and the training ground on Copnor Road.

CHALLENGE

In June 2021, Pompey began a multi-million-pound redevelopment of Fratton Park that is expected to complete by the end of the 2025 season. Key benefits will include improved access, new concession facilities, increased concourse areas, new seats, new electrical infrastructures, a longer-term decoration programme, and accessible facilities for disabled supporters in all four stands.

As part of this development and an updated club strategy to support Pompey's growing success, Pompey looked to align with an IT solution specialist that could assist with standard and match day IT support, including the responsibility of Pompey's IT infrastructure and hosting.

With continued works ongoing in the stadium stand by stand, we continue to add to this network with additional infrastructure whilst also ensuring traffic is separated and routed out securely for each aspect of the business (Ticketing Access Control, Food and Beverage kiosks, CCTV).

SOLUTION

The team provides complete IT lifecycle service management for Pompey at the stadium and training ground. A framework for managing the entire lifecycle of IT services, from inception through to retirement. This approach ensures that IT services align with the needs of Pompey are delivered efficiently and can adapt to changes in technology and business requirements. Continuous monitoring of the club's IT systems is also undertaken, to detect and address potential issues before they impact operations.

With regular IT support, the team help keep Pompey's IT infrastructure running like clockwork, including their Office 365 secure and ensuring the club get the most out of their O365 subscriptions. The team also provide matchday support, to ensure all technology, such as ticketing systems and broadcasting equipment, operates smoothly.

The team have also provided consultancy to enable Pompey to be Cyber Essentials certified each year. This certification signifies that an organisation has taken proactive steps to protect them against common cyber threats through the implementation of fundamental cybersecurity measures and provides a recognised standard of assurance.

RESULTS

Over the last few years both Matrix and Pompey have matured their IT partnership, staff enjoy access to a remote IT service desk and technical support onsite when required ensuring any technical issues are resolved promptly to minimise downtime and disruption. It's also enabled the club to improve their efficiency and scale their services as required.

Most recently Pompey have improved their security, to protect against data breaches and cyber-attacks, achieving Cyber Essentials+ status. They have also actively improved their overall IT infrastructure.

The teams comprehensive IT services and strategic support has enabled Pompey to improve their overall IT infrastructure, supporting both their immediate operational needs and long-term strategic objectives so the club can focus more on football and less on technical issues.

The team have become not only their IT partner, but an extension to Pompey's IT department.