UTILITA BOWL CASE STUDY



Utilita Bowl has chosen our team to ensure their IT infrastructure is optimised and sets the platform for future digital innovation.

"As a club and a venue we have long recognised the importance of investing in innovative IT solutions to ensure we're able to provide the best possible fan experience."

David Mann, Chief Executive

CUSTOMER
UTILITA BOWL

EMPLOYEES
220+

LOCATION
HAMPSHIRE

INDUSTRY
LEISURE & HOSPITALITY

SERVICES
IT SUPPORT
CLOUD SERVICES
SECURITY

ABOUT UTILITA BOWL

Utilita Bowl is a cricket ground and hotel complex in Hampshire. As a club and a venue they have long recognised the importance of investing in innovative IT solutions to ensure they are able to provide the best possible fan experience.

Utilita Bowl chose the team to support their complex IT infrastructure requirements following an IT manager's resignation. Utilita Bowl needed an IT partner to provide IT support and security, plus open communication and strategic IT planning.

CHALLENGE

Utilita Bowl found themselves in a very common situation whereby their IT manager resigned resulting in the need to find a replacement quite quickly.

Utilita Bowl needed to decide whether to hire a new in-house IT manager or outsource to an IT support specialist. Following a comprehensive tender process, Utilita Bowl chose the team to manage their complex IT infrastructure, that included a combination of on-premise and cloud IT systems.

SOLUTION

Utilita Bowl now have a part-time, hand picked onsite technical engineer plus direct access to the service desk during work hours. Utilita Bowl's hybrid IT infrastructure is also maintained and all users are supported.

The team took over the managment of Utilita Bowl during a time of transition. Some of the employees work within Sharepoint, whilst others remain on the on-premise server. The teams cloud experts have reviewed Utilita Bowls requirements and have identified a course of action to align systems and users to improve efficiency and collaborative working.

They also provide IT security including cloud backup resulting in recovery of data in the event of a cloud system failure or malicious attack.

RESULTS

Utilita Bowl now has access to a team of technical experts supporting their IT infrastructure and users, with a strategic IT plan in place to streamline IT systems inline with business objectives.

Security is also robust with Multi-Factor Authentication enabled, helping to protect Utilita Bowl in the event of a disaster.

Having a partnership at board level allows the team to provide strategic advice and support, ensuring that Utilita Bowl's IT infrastructure is optimised and sets the platform for future digital innovation.

utilita bowl