

DIGITAL X ORIGIN

Case Study 2021

RS Response

Who are RSR?

With over 24 years experience, RSR has supported many great companies with their office design, construction, pre-planned maintenance projects and Electric Vehicle charging projects, creating inspirational workplaces that motivate staff and build businesses. During this time, they have developed a reputation for delivering outstanding commercial design and build, whilst providing the highest levels of customer service.

They hold an impressive portfolio of commercial solutions from feasibility through to design, construction, and maintenance. RSR are based in Milton Keynes, just minutes away from some of Britain's major transport routes, enabling us to reach our customers in the quickest time possible.



RSR/Digital Origin, getting connected.

RSR invited Digital Origin to an introduction meeting following the acquisition of EBS-IT (RSR's previous IT supplier) to greater understand Digital Origins capability and gain comfort that they were capable of maintaining the exceptional service RSR had become accustomed to. This was pivotal for the relationship as EBS-IT had been a critical supplier to RSR for many years.

Following the initial introduction meeting and some more Teams calls, RSR and Digital Origin started to explore their comms and connectivity infrastructure. Digital Origin's unique offering CaaS (Connectivity as a Service), got the attention of the team at RSR. Following a series of further discovery sessions it became clear there was a possibility Digital Origin could effectively assist RSR in achieving its own objectives.





RS Response Challenge:

RS Response had (like so many) a fragmented supply chain for their IT, telecommunications, mobile and security estate. They recognised that this legacy procurement model was just no longer fit for purpose in the current climate and as their already large 100+ endpoint estate was continuing to grow. Both RSR and their clients required a fully integrated solution that would be both dynamic and robust. Equally the opportunity to consolidate their supplier chain and drive best practices into their organisation was top of the agenda.

Achieving this would bolster their business , ensuring it was well equipped to continue forward and would come with a raft of benefits:

The benefits:

1. Deliver cost out benefit as a result of supply chain consolidation
2. Reduce waste of over subscribed and under utilized services
3. Improve partner communication both internally and externally
4. Reduce internal RSR admin burden
5. Align their supply contracts so they are collaborative and aligned commercially
6. Ensure fast and efficient issue / problem diagnosis through to fix without conflicts or finger pointing
7. Create a true partner relationship



The CaaS Solution

Digital Origins full CaaS solution as described below has been successfully implemented and fully adopted. The scheduled and managed migration of services, hardware and solutions rollout exceed RSR's expectations. By embracing CaaS, RSR have empowered their organisation and gained access to the many benefits including achieving significant savings all wrapped up in a single, clear and simple managed service agreement.

IT Support — Digital Origin conducted a full and detailed audit of all of RSR's IT estate to highlight areas of financial waste within the network and put forward a bespoke/tailored renewal offering and the adoption of our pioneering Guardian.Pro solution. The price reflected the extra discount applied by adopting CaaS and bringing over their hosted telephony and mobiles.

Wireless Access Points — RSR had an existing Cisco/Meraki solution in place across their building. Digital Origin re-audited the network, building and areas that are required for access and designed a replacement solution for Staff & Guest WiFi.

Mobile Hardware/Kit Refresh — 2020 was a tough year for all businesses with managing cash flow becoming an increasing key strategy. RSR's mobile estate was tired and coming to the end of its cycle. The majority of handsets reside in tough working conditions so its key to put in place a cycle of new devices in place to keep the workforce working and connected. Digital Origin provided a tailored 3yr finance solution for 65 new devices in a commercially agreeable format that benefited RSR.

Hardware Supplier — RSR are continuously replacing laptops, PC's, Servers & Switches etc and finding time internally to go out and find 3 quotes for each transaction is time consuming and not efficient as savings achieved are lost in time. Digital Origin operate with a large network of distributors for all hardware on a sameday or next day service with piece of mind that all prices quoted are ultra-competitive and due to the nature of our working relationship are invoiced via 30-day billing terms.

Hosted Telephony — RSR previously ran a hosted telephony system (Horizon) through a 3rd party reseller. Digital Origin work with three carefully selected tier one master vendors in this product category. RSR and the SME at Digital Origin worked through the options and demos to find the perfect fit. The phased migration to CaaS meant it was cost prohibitive to move immediately and so it was decided that Digital Origin would take over the management of the Horizon system in the short term. All licences were put on 30 day terms to offer flexibility on which solution could work for the business.

Business Mobile — O2 had been the network of choice for the business for a number of years, and there was no appetite within RSR to change this so Digital Origin put forward a wholesale mobile solution to them. All SIMs are on 30 day terms, a set line rental for 24 months, a pool of data for all users to draw down from. They are not contracted to any network, can move some / part or all of the estate to O2 or Vodafone, on 30 day's notice.

“ RSR were looking for a single provider for all our communication requirements. Through my early conversations during our tender process Digital Origin (Mike, Bob & Paul) provided me with the confidence and cost breakdown that they were the provider to proceed with. The migration of our services from current supplier to Digital Origin was seamless. ”

Sean Carroll — Operations Director