



# Wall To Wall opts for flexible end-to-end service

Wavex's Full Service helps to improve major TV production company's operations.

## THE BUSINESS

With offices in New York and London, TV production company Wall To Wall has a global reputation for quality and innovation. Its programmes, which include *Who Do You Think You Are?* and *New Trick*, have won a host of major awards.

The TV production business places unusual demands on an IT infrastructure. Key members of staff come and go very quickly. And office-based teams and location-based teams have very different requirements. Scalable, flexible IT support is absolutely essential.

## THE CHALLENGE

When Matt Bazzaco joined Wall To Wall as IT Manager, they were already outsourcing IT support, but he was unhappy with the service and the lack of proactive management. "Our outsourcing arrangements had to change. People in TV work in a more fluid way than in others industries. Remote access is especially important to them. There's a high attrition rate, with perhaps 15-20 people starting in any one week, and maybe the same number moving on elsewhere. We needed an IT partner that could fit in with the way we work."

## THE CHOICE

"I wanted an outsourced IT support "tap" that I could turn on and off. When you move quickly from 160 users to 60 you don't want to carry unnecessary support overheads!" says Matt. His past experience of working in IT outsourcing meant he knew exactly what he wanted from a new partner. "I was looking for a company with senior IT expertise, that I could outsource our helpdesk to. In the past, I had lost a couple of contracts to Wavex and, in my new role, it made sense for me to hire a winning team!"

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## THE PROJECT

Initially, Wall To Wall's IT support services were outsourced to Wavex's remote Helpdesk. However after a while (despite a positive experience), Matt found that people working at Wall To Wall "wanted to put a face to a name". So the contract was updated to include a Wavex engineer on-site permanently. "He's here to keep an eye on the systems, and to solve any problems. And, of course, he has the full support of the Wavex team should he need it. It's the best of both worlds really," says Matt.

When Wall To Wall started production of a new series of *New Tricks*, all shot on location, the benefits of the Wavex set-up were clear. "The turn-on-turn-off nature of the Wavex service means we can provide remote support for the production crew as they need it," says Matt. "It's very flexible. It means I can apply the right level of expertise to the task without the recruitment hassle I'd need to go through to hire internal IT people."

### Project Summary:

- Flexible IT support
- Remote and on-site presence
- Scaling up and down to suit business needs
- Remote server monitoring
- Ongoing strategic advice and input

## THE EXPERIENCE

"There aren't many companies as eager and enthusiastic as Wavex. They're not just IT geeks just trying to sell you stuff. They seem to care about what you're doing. They go out of their way to help you."

This success has led to other projects at Wall To Wall. "We have a Microsoft Exchange email migration and a Citrix farm rebuild planned. And, I am also involving Wavex in a lot of my decision making - to get their ideas and suggestions. They often come up with better ways of doing things," adds Matt.

They know technology inside out. But they also try to understand you and your business before they make decisions.

## THE RESULTS

While Matt is interested in saving costs for the business, he is equally interested in minimising management hassle. "If I employed a team of IT people here, there would be a lot more hassle in managing them and dealing with their

progression, and indeed retaining them in the cyclical industry we work in. I get real value from Wavex, as well as a seamless IT environment. In this industry, we need things working. Wavex helps us achieve that."

If you'd like to know more about our services please call us on  
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