



TALKING RESULTS

A leading
Financial services
firm

Forensic accountants track down Wavex for quality service & critical project execution

Wavex has been delivering IT support services to the client Forensics for a number of years: designing and managing the firm's IT infrastructure, along with providing high quality user support. When RGL moved office, Wavex took full responsibility for all IT-related aspects of the critical project, leaving Operations Manager, Nicholas Adams, free to focus on the bigger picture

The BUSINESS

The client Forensics is a dedicated forensic accounting practice, with its largest office in London, and 22 other offices worldwide. The client's primary role is the evaluation of economic damages and determination of financial value in legal and commercial disputes. Typical clients include insurance companies, corporate and specialist lawyers, senior corporate managers and public sector professionals.

The client employs technically sophisticated individuals, who have high expectations of IT systems. The client work often involves forensic technologists - computer specialists who can quickly access and recover electronic records. Not surprisingly, the firm's ability to conduct fee-earning business depends upon robust and resilient IT systems that must be up and running 24 hours a

The Challenge

Quality IT infrastructure is high a priority for the client. "If the IT didn't work, our business couldn't work," Nicholas Adams says. "We pay a great deal of attention to ways in which we can constantly improve things, ensuring the reliability and resilience of our systems." When the client long-term in-house IT Manager left the business, the management team took the view that the right external IT partner should be able to offer a wider breadth of services, as well as more depth of resource

It's a relationship designed around our needs, and it works exceptionally well

The Choice

"We chose Wavex because they have a very broad range of skills and experience," says Nicholas Adams. "And because they are a reputable organisation, with a strong track record. We felt we could work well with them."

"Over the years, we've built a very close working relationship," he reflects. "The arrangement is a hybrid of on-site and off-site support."

Wavex takes full responsibility for IT strategy, infrastructure management and for overall user support remotely but their service is backed up by our own inhouse IT administrator, who is further supported by regular on-site visits from a senior Wavex engineer."



The Relationship

Nicholas Adams' trust in Wavex and key Wavex individuals has been built up over time. "The on-site engineer, Jeremy Meredith, is crucial to the whole arrangement," says Nicholas. "We see him as a kind of planning resource. There's a lot of bouncing ideas around. He doesn't simply react to problems, he's proactive and he pre-empts a lot of issues. His regular visits to our office are the key to what makes the arrangement work."

Gradually, Wavex have optimised the client IT infrastructure, replacing the servers, and upgrading the overall network.

Wavex's Client Services Director, Mark Williams, who works closely with the client, also advised on the procurement of a new telephone system. "Wavex wrote the user requirement document, and managed the tender process for us," explains Nicholas.

Wavex has also taken responsibility for the client Disaster Recovery solution, and managed the DR testing process. In addition, Wavex specified and delivered a remote working solution for the client. "We have very busy people travelling and working literally all over the world," explains Nicholas. "So we needed a robust and reliable remote working platform, which – happily – Wavex has delivered."

SERVICE HIGHLIGHTS

- Complementary Support Service
- Infrastructure design & maintenance
- Remote and on-site user support
- Telephony advice
- DR design and testing
- Mobile working solution
- Office move: full project management & delivery
- Ongoing advice and planning

The OFFICE MOVE

It was this background of robust technical delivery that built Nicholas Adams' trust to the point where he felt comfortable about delegating the IT aspects of the client critical office move project to a third party.

At the time the client existing office lease came to an end, the firm had doubled in size over ten years so it was necessary to move to bigger, better premises. Given how well the partnership with Wavex was working, it made sense to devolve responsibility for the IT aspects of the move to a technical project team managed by Wavex's Chris Fielder.

"Frankly, I would have been lost without him," says Nicholas Adams. "I was able to focus on the overall view, knowing that everything to do with IT was being looked after by him." Wavex's rigorous and wellhoned project management methodology ensured that the planned move was tightly defined from the outset, included full risk management and risk mitigation – and that reporting and communication were regular throughout.

The EXPERIENCE

So how would Nicholas Adams sum up the experience of an office move managed by Wavex?

"Chris Fielder, the Technical Project Manager from Wavex," Nicholas says. "has the enviable knack of only telling you about a problem when he already has the solution in hand! I can't speak highly enough of him."

The target date for the move was the last weekend in May – a target which all parties hit, as planned. Wavex took responsibility for the IT and communications infrastructure, for the involvement of key third parties and for risk management. "Basically, they took the worry away," Nicholas recalls.

I can't speak highly enough of the Wavex Technical Project Manager. Nothing was too much trouble.



The RESULTS

By 9am on the Monday morning following the move, the new building and the new IT infrastructure were ready for business. "The project was delivered quickly and on time, and everything worked," says Nicholas with a smile. "At 9.15 that Monday morning, there were fee-earning forensic accountants, sitting at their desks and delivering chargeable hours. And it all worked. What more could you ask?"

I'd have no hesitation in recommending Wavex. They have become an integral part of our operations

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



www.wavex.co.uk