



Outsourcing their ICT is a 'no-brainer' says Fast Track 100 banking consultancy, Bishopsgate Financial

Working with a reliable and responsive managed services provider, has given a start-up consultancy the flexibility to grow and the confidence of knowing that everything will just work.

Bishopsgate Financial deliver business transformation and change in the banking sector, providing consulting and interim resourcing for global top tier Banks, Asset Managers, Building Societies and Regulators. The solutions they deliver include Enterprise Change Management, Project Management, Regulatory Programmes and Enterprise Data & Management Information.

Liz Kent, Head of Operations at Bishopsgate Financial says the business has grown very fast. Founded in 2009, by 2012 they were recognised as a Fast Track 100 company – placed at number 4 in the rankings. On recommendation from a company they worked with, Bishopsgate started working with Bluecube a year before that, in 2011.

"When we started to grow, we saw the benefits of working with Bluecube. It was a bit of a no-brainer that we outsourced the ICT to Bluecube, rather than hiring somebody in. We knew the guys on the service desk. We'd met them. So, we didn't even go out to tender. We just knew we were going to have Bluecube do the IT for us."

So many benefits of outsourcing

Bluecube now provide a full ICT service, including desktop and user support, server hosting, managed printer services, VoIP telecoms, and the managed office network. *"There are so many benefits to outsourcing. We have grown and so have Bluecube, which has been really nice to see, probably on both sides. They're a much bigger company now than when we signed with them, but still have that small company touch."*

Run serviced offices too

Today Bishopsgate Financial has its core business that employs a core operational team and a vast number of consultants on various client sites. They also run a serviced office facility with six tenanted office spaces on the floor they occupy in central London. *"We have exceptional offices, with almost 8,000 square feet of spare office space. So we made the decision to provide a serviced office facility so that we could have much better facilities for ourselves, by offsetting the cost of the facility."*

"Bluecube's customer support is absolutely outstanding."

Liz Kent, Head of Operations, Bishopsgate Financial

Without Bluecube, they wouldn't have been able to run a managed network or fully serviced offices says Liz. *"We have a huge network and it is all segregated for the different clients. It's quite complicated to run that and we couldn't have done it ourselves, so Bluecube do that for us."*

She adds, *"Without it, we couldn't operate as a company. When our people have any issues, it is so good to be able to say, 'just ring Bluecube' and you know there's a polite person on the end of the phone who's able to talk them through it."*

Flexibility is essential

Because of the nature of consultancy business, a key requirement for Bishopsgate Financial was to have a flexible ICT solution says Liz. *"We have people that come back to our site for short periods and then go off to another client shortly after. One of the things we've had from Bluecube is the ability to cope with varying levels of staff."*

Having a flexible arrangement and not having to pay a static fee for their IT is essential, adds Liz. *"We need to be able to scale up and down as and when we need it and Bluecube have been very accommodating and we have got a really good agreement in place to cope with that."*

Secure hosting important

It is also critically important that their data and any client data they hold is hosted in the UK. *"That is huge part of what our clients require from us. We don't host any of our clients' data, but what we do need to demonstrate that anything that we do hold and any IP we have is hosted in the UK. Obviously, with Bluecube it is."*

Outstanding customer support

Bluecube's customer support is 'absolutely outstanding' says Liz. She knows that when they call the service desk, the phone will be answered by someone who is friendly, asks them how they are, and is patient with them. *"Not everybody is that IT literate and I know they're going to be treated well. They'll get the answer to their question or problem."*

Running serviced offices means they often need to deal with their tenants' IT suppliers, who aren't always very helpful or knowledgeable, says Liz. *"It makes me thankful there's a team at Bluecube who actually know what they are talking about, communicate properly, and will help us solve whatever challenge we're faced with."*

Stick to SLAs

It's reassuring that Bluecube always stick to their SLAs, adds Liz. *"I have used other suppliers for different things in the past. It's not a given that if you sign an SLA with somebody that they're going to stick to it. Bluecube absolutely do. If you need things to be escalated, it is not a problem at all. It is always dealt with very professionally."*

Because Bishopsgate have such a complicated managed network, on occasion they've needed to escalate technical issues. *"One of the senior engineers will pick it up and deal with it. Incredibly knowledgeable specialists will work with us to find a solution or put in a new solution. And, James is always on the end of the phone or an email and that is really great."*

Care about good service

Liz also appreciates, on a personal level, that Bluecube care about giving a good service. *"I often have phone calls asking if everything is okay, if we need anything, or just checking in to see how the business is going. Again, that is not necessarily a given with a company. They should really take pride in that."*

"We don't need to worry about the smaller IT things, as we know everything is backed up, everything is safe, everything is stored correctly. We know if there's a problem, it's going to be dealt with really fast and within the SLA. It is the comfort and 'peace of mind' of not having to do it ourselves in-house."

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BISHOPSGATE FINANCIAL
26 Finsbury Square
London
EC2A 1DS

www.bishopsgate-financial.com