

*“CMS support has been very good; no issue is too difficult, and all are actively managed through to resolution. We have found them to be efficient, customer focused and professional.”*

**Strategy Roadmap saved 37%, >£1M in 5yrs**

## Summary

### Client

Sanderson Weatherall

### Industry

Professional Services

### Size

10 Sites, 250 employees

### Internal IT Team

2

### Key Technologies Deployed

Azure, Meraki, SDWAN, Veeam, ISP, Duo, AFI  
365 Backup, SharePoint, Automate.

### Support

End User, Infrastructure, Projects, Strategy

### Since

2020



Sanderson  
Weatherall

## The Client

Owned and run by a group of commercial property experts, SW provide property consultancy services for owners, occupiers, investors, developers and financial advisors of property and associated assets.

Operating from offices in Birmingham, Bristol, Exeter, Leeds, London, Manchester, Newcastle, Teesside and York.

Established for over 145 years.

## Initial Requirements

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SW initially needed an improved end-user IT Support service, and after bringing in CMS, the focus moved on to developing an IT Strategy roadmap working closely with the Head of IT and FD.

## CMS Solution

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After CMS initially being brought in for Service Desk support, we carried out an in-depth IT Strategy Roadmap. From this we gathered 3 main objectives: reduce IT spend, reduce the number of vendors involved, rethink the setup. We pulled together a 36-month strategy roadmap which achieved each one of these objectives.

The result – 37% annual OPEX savings, transpiring to over £1 Million saved over 5 years, for equal/greater solutions. And consolidated vendors down to CMS for Service Desk, ISP, Infrastructure, Network and so on.

## Feedback

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**Adrian Rich, Head of IT at Sanderson Weatherall**

### **Would you recommend CMS Group?**

“CMS are very approachable, and have shown a good understanding of our needs and requirements. We would recommend CMS to other parties.”

### **Why were you looking for a change, and why did you choose CMS Group?**

“We were looking for a more consistent, consolidated, cost-effective and flexible approach to supporting the business. CMS were able to provide this vs the incumbent.”

### **How would you describe the CMS Group support offering?**

“CMS support has been very good; no issue is too difficult, and all are actively managed through to resolution. We have found them to be efficient, customer focused and professional.”

### **How does CMS Group compare with previous providers?**

“Where a problem requires different support vendors or companies to discuss it between them, CMS are always willing to take ownership of those ‘cross-company’ discussions where necessary.”

### **How do you find the communication with CMS?**

“Communication with the Service Desk is via email or a telephone number dedicated to SW. If we need to speak with someone else directly that is also an option.”

### **What results have you seen?**

“CMS are already looking after our service desk and have invariably had positive feedback from SW users. We have been impressed that the Service Desk Manager is prepared to get on the phone and will muck in to help sort problems. We have started the initial phases of our larger strategic plan. So far everything has run smoothly and CMS have paid close attention to the commercials to ensure costs are minimised at the same time as delivering a high quality technical solution.”

### **How has CMS Group benefitted your team?**

“CMS take care of most of the day to day support issues allowing the internal SW IT team to focus on other areas to improve the service to and for the wider business.”

### **Is there anything else you would like to say?**

“CMS are nice people to deal with, happy to roll-up their sleeves, and muck in to sort out any issues.”