CMS GROUP LTD

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Summary

Client
British Institute of Innkeeping (BII)

Industry
Services

Size
1 site, £3m turnover, 9000 members

Internal IT Team
2

Key Technologies
Azure, Citrix, Office 365, SharePoint and Veeam

Support
Infrastructure

Since
2017

BII
BRITISH INSTITUTE OF INNKEEPING

The Client

The BII is a membership organisation for individuals working in the licensed retail sector, with 9,000 individual members running premises across the UK - predominantly tenanted, leased, managed and freehold pubs.

The organisation has been providing free helplines, online business support, and guidance on key industry issues, face-to-face networking opportunities and savings on a range of supply deals for its members for over 30 years. It is the only organisation of its kind to represent the individuals working at the front line of licensed retail.

Initial Requirements

BII was working with an incumbent IT Support provider who also provided their infrastructure on site. The support was underperforming, the backup solution was not fit for purpose, and the infrastructure was coming to the end of the Lease so needed replacing. On top of this, BII had critical bespoke applications which needed accommodating and remote workers which needed improved functionality.

As a result, the internal IT team had a higher workload, and the business was approaching increasing risk. BII requested multiple IT Support businesses to quote for the solution.

CMS Solution

CMS worked closely with John Creigh (Head of IT at BII), to architect a new solution. We migrated their onsite infrastructure and systems to the Microsoft Azure platform. To improve the remote working and management, we implemented Citrix VDI, Microsoft SharePoint and Office 365. To resolve the backup challenge, we put in Veeam. To support this, we put in a 3rd Line Support contract to proactively manage the infrastructure and assist the internal IT team with any work or advise they need on a daily basis.

Feedback

John Creigh, Head of IT at BII

Would you recommend CMS Group?
"Without hesitation, yes."

How do you find the communication with CMS?
"Engaging, they listen."

How would you describe the CMS Support offering?
"Professional, efficient, responsive."

How do you think CMS compares to previous providers?
"I felt that the previous supplier was more interested in selling a product than providing a fit for purpose solution, CMS provided the BII with a solution that works."

Can you describe why you were looking to change, and why you chose CMS?
"Our on-premise server infrastructure was end of life and the S&M supplier at the time was not meeting our expectations on service delivery, so we went out to tender for a cloud solution. CMS not only engaged in depth in the process but also came up with a solution that is fit for purpose and cost effective."

How has using CMS's solution been so far?
"Moving from virtual on-prem to Azure and Citrix has been a major change for the organisation and there have been a few issues to get around, but CMS has delivered as they said they would."

How has CMS's product benefitted you and your team?
"For the IT team, we spend less time now on the infrastructure and more time on developing and supporting the business systems which is now showing dividends."

What results have you seen with CMS's solution so far?
"Internal and external staff are engaging more with each other and clients thanks to SharePoint and Office 365, Infrastructure failures are minimal and resolved in a responsive manner. The team is in a much better place knowing that the support level has improved 100%."