

# INFORMA IMPROVES SERVICE LEVELS BY PARTNERING



## THE CLIENT

Informa is one of the world's leading knowledge providers, creating and delivering highly specialised information, providing valuable knowledge to individuals, businesses and organisations around the world. They operate across the fields of conferences and events; publishing; training; market intelligence and expertise; and management consultancy. They operate in over 40 countries in North and South America, Asia, Australasia, Europe, and the Middle East.

## THE SOLUTION

Their technology infrastructure is a vital part of their success, and it is essential that it is reliable, consistent and available on demand.

Enzo Simoni, Informa Regional Director of Data Center Services and Cloud Computing, said "We needed an effective way of managing the support of our critical servers 24/7, we found Transputec's managed service offering an appealing and so we decided to try it."

The trial began with a few servers towards the end of 2012, and then rapidly expanded to a larger number of their core servers which are now fully monitored and managed under a 24 / 7 service. This service allows the technical teams to spend more time improving business processes, whilst Transputec helps to run Informa's infrastructure.

Enzo continues the story: "The overall experience had been so positive we began to explore other managed service offerings and decided to use Transputec's remote skills managed service.

## OVERVIEW

### The need

Being one of the world's leading business knowledge providers with 150 offices in over 40 countries, covering over 25 business sectors, the technology infrastructure is a vital part of their success, and it is essential that it is reliable, consistent and available on demand. In particular, they needed an effective way of managing the support of their critical servers 24/7.

### The solution

Informa found Transputec's managed service offering an appealing and so they decided to try it.

### The benefit

Informa's service level and performance indicators have improved, with support staff available 24/7. This delivers a faster response to end users.

Transputec's service desk and networking teams have integrated with Informa's in a true partnership which provides a seamless support service. Not only have our service levels improved, but I feel confident that I can rely on our Partner to deliver and be there when we need them at any time!" This is an open-ended service contract, which will continue to evolve to meet Informa's needs. Should these change as the organisation goes on growing, then Transputec will keep offering refinements to their service to meet the requirements.

## THE BENEFITS

Informa's service level and performance indicators have improved, with support staff available 24/7. This delivers a faster response to end users. All organisations experience problems at times, and the recent global economic challenges have created a number of testing situations. In addition, international operations require services to be consistently available regardless of time zones. Small companies can often be more agile than their larger counterparts, providing innovative, tailored solutions, and fast responses. A partnership such as this brings together the best of both worlds.

Informa, already a global success story, has been able to grow even more, as they can concentrate more on their core business, while leaving Transputec to do what they do best – provide support in the form of managed services.

### *Around the world... round the clock*

One of the major challenges of running an international business is arguably the least controllable: the world clock. No matter how dedicated and vigorous the global team members are, some will always be asleep when others are awake and in need of access, data, records and so forth. Transputec's 24x7 service desk and teams are always available to assist clients around the clock and around the world.

### *Customer feedback*

*"The overall experience had been so positive we began to explore other managed service offerings and decided to use Transputec's remote skills managed service.*

*Not only have our service levels improved, but I feel confident that I can rely on our Partner to deliver and be there when we need them at any time!"*

*Enzo Simoni, Regional Director of Data Center Services and Cloud Computing at Informa*

---

## THE PEDIGREE

---

Since our inception in the mid-1980s, Transputec has had the trust of Britain's foremost IT users, including the Ministry of Justice, Samsung, Danone, Camelot, Chubb Insurance and DP-DHL/ Williams Lea to name but a few. Vertical sector experience covering banking & finance, media, third sector, technology, retail, SMEs and health care adds further value to IT users in the form of industry-specific knowledge.

### *The human component*

The pace of change in ICT is so fast that what was cutting edge technology just a few years ago we now need to refer to as *traditional IT* in order to differentiate it from what we're doing today and tomorrow.

Among the **Managed Services** offered by Transputec are Remote Infrastructure Management, Always On Helpdesk Support, and IT Outsourcing.

Please visit <http://www.transputec.com/it-support-service/> for more information.

A business like Transputec is as much about its people - their experience, customer-focus and expertise - as anything else. From initial assessment to delivery of turnkey solutions and day-to-day customer care, these professionals take solutions from Transputec's hardware, software and professional services business units and ensure they're a perfect fit.

Throughout our supply chain we have exceptional relationships with the world's premier hardware and software brands, giving us a competitive edge to make everything from economies of scale to mission-critical architecture judgment calls.

## ENVIRONMENT AND CORPORATE RESPONSIBILITY

While Transputec might well be said to have its head in The Cloud, our corporate feet are firmly on the ground. Our Green Data Centre in Iceland boasts impeccable eco-credentials that embrace natural free cooling up to 24kWh and zero carbon footprint.

One of the biggest power consumers in any business is the hosting of their IT equipment. It runs 24/7/365 consuming vast amounts of power – every business needs to look for ways to deliver Green IT.

For a comprehensive guide see <http://www.transputec.com/green-it/>

## TRANSPUTEC

---

First published in 2013

© Copyright Transputec Ltd 2014

Transputec House  
19 Heather Park Drive  
Wembley  
London  
HA0 1SS

All Rights Reserved

+44 (0) 20 8584 1400 (Enquiries)

+44 (0) 20 8584 1440 (Support Desk)

+44 (0) 20 8584 1321 (Support Fax)

For more information please visit [transputec.com](http://transputec.com)

---