



# MANAGED IT SERVICES FOR CONSTRUCTION COMPANY

TRANSPUTEC





# THE CUSTOMER

Royal BAM Group designs, builds and maintains high quality, sustainable buildings, homes, and infrastructure for public and private sector clients.

Transputec was enlisted to implement Microsoft modern workplace and endpoint management solutions.

Hear from Anna Sarga, Strategic IT Divisional Portfolio Manager.

# THE CHALLENGE

Our challenge was to implement Microsoft Modern Workplace and endpoint management solution across all businesses in Europe. We invited three vendors who had previously worked with our company, and asked them to provide a suitable solution. We found the solution provided by Transputec was the best fit for our needs. We hired Transputec to manage the UK roll-out to replace 2000 laptops and desktops, replace outdated devices, and transfer data.

# WHAT TRANSPUTEC DID

Transputec immediately understood how our business was different - we didn't just have users concentrated in few office locations but had multiple project locations across the UK even in remote places and islands. Transputec provided the quickest approach integrated with our existing IT processes for a competitive price.



*"Transputec Ltd is responsive and promptly available."*

Anna Sarga, Strategic IT Divisional Portfolio Manager  
Royal BAM Group



We were provided with engineer assisted replacements in 14 UK locations and remote assistance for devices delivered to end user addresses. They pre-provisioned laptops, organised appointments and delivered laptops to users. They made sure all data and applications were transitioned to the new devices and provided an easy solution for our users to book collection appointments to return their legacy computers. Finally, they provided Hypercare support and made sure our employees felt comfortable with their new devices.

All of this was being managed in collaboration with the assigned project manager, 6 IT engineers /support analysts during roll and our Asset management team. Our teams had an MS Teams chat channel to keep engagement constantly going, as well as ad-hoc basis calls when it was needed. Transputec was responsive and promptly available.

## THE OUTCOME

There were several changes and challenges during the project. At some point we ran out of stock due to post COVID global supply chain issues, but Transputec was able to react in an agile way and provide alternative solutions. They promptly found alternative sourcing opportunities to ensure continuity for the project. They also reacted promptly when our scope increased to more replacements than we originally planned for.

They added a lot of value to our really challenging project and were able to complete the project on time. Our employees were happy with the service provided to them.



# RELATIONSHIP WITH TRANSPUTEC

Transputec exhibited an agile style and delivered the project in a timely manner. Their responsiveness and accessibility have stood out in our partnership.

Agile, quick, professional, responsive and solution centric are the key words that came to my mind when I think about Transputec.



# TRANSPUTEC

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