

SEAMLESS IT TRANSITION AND SUPPORT FOR WORLD RUGBY

The Customer

World Rugby is the international governing body for rugby, representing a global community of more than 500 million fans and eight million players across 132 national member federations, unified through six regional associations. Based in Dublin, Ireland, World Rugby is committed to growing the sport by making it more accessible, inclusive, and globally relevant, all while remaining true to its values.

The Challenges

World Rugby was looking for a Managed Services Provider (MSP) that could deliver, monitor, and maintain high-performance IT support across its international operations. Operating within the fast-paced sports sector, the organisation needed a partner that could provide a premium-level support service on a 24/7 basis, with rapid resolution times and a commitment to service excellence. In addition, World Rugby sought a provider that could manage its IT infrastructure and cloud services end-to-end, while upholding strict Service Level Agreements.

Our Approach

Transputec engaged with World Rugby through a structured Discovery and

Transition approach, designed to assess and improve their current IT landscape. The work was divided into three key streams: end-user support, infrastructure management, and AWS cloud services. We began with a detailed discovery phase, conducting a full review of each workstream to identify risks, gaps, and opportunities for optimisation.

The transition began with the infrastructure services, where Transputec collaborated closely with World Rugby and its incumbent provider to ensure a smooth handover. This included validating licensing, updating security policies, and ensuring that access permissions were properly aligned.

Following this, we transitioned the end-user support and AWS environments, once again working in tandem with internal teams and third-party vendors to ensure continuity and minimal disruption. Throughout the engagement, the emphasis was on open communication, careful planning, and knowledge sharing to deliver a truly seamless experience.

The Outcome

The transition involved close collaboration with teams across World Rugby's global operations, fostering a culture of cooperation and ensuring minimal



“Transputec has an exceptional team of courteous and professional experts who meticulously guided us through the transition. They worked closely with our internal teams and third parties to deliver essential support throughout. We’re confident that Transputec will continue to enhance our IT infrastructure and the services we offer across all locations and events. Their collaborative approach and strong alignment with our values made this partnership a success.”

Gearoid Slowey
Head of Group Technology Operations

disruption. Transputec successfully managed in-scope services across World Rugby, marking a key milestone in World Rugby's digital transformation. Transputec now provides fully managed services, including a 24/7 end-user support desk with a self-service portal, and management of World Rugby's on-premise, Azure, and AWS infrastructure.

Our ongoing partnership focuses on continuous improvement and aligning IT strategy with business goals. Transputec's project approach and collaborative efforts reflected the company's culture and aligned closely with World Rugby's values, objectives, and team goals, an alignment that played a significant role in customer satisfaction and long-term success.

