



Industry: Retail

Country: UK

Number of employees/users: 500 employees

Technology and governance provide retail company “means to succeed”.

Established in 1972, Buy As You View (BAYV) is a retail and consumer finance company, selling a range of electrical goods and home furniture

The road to technology transformation.

The IT services offered to the BAYV business users were primarily based upon applications developed within the organisation and the business areas were becoming siloed. This had resulted in Buy As You View operating their own on-site data centre which required constant upkeep and drove high costs and inefficiency.

After going through a thorough analysis of whether to upgrade the existing infrastructure or to outsource, Buy As You View undertook a rigorous tender process to find a partner capable of integrating governance and 24/7 service management as well as process maturity and IT/Business alignment. Quorum were chosen to manage both the technology transformation and the ongoing service management. Lyndon Pezzack, IT Director, recalls,

"in an increasingly challenging market, its critical to make the right technology investments to set ourselves apart from our competitors. We need to find new ways to do things better. We wanted a solution that reduced complexity, improved performance, mitigated the risk associated with the turnover of internal resources and reduced the overall operating costs. Quorum ensured that's what was delivered."

Quorum were the right fit for BAYV on a number of levels and a strong relationship was formed between the two companies.

"Quorum brought great skills, resources, project approach, and governance. We were impressed with their extensive experience with tier 1 Financial Services and the references were impressive."

Solution

Quorum performed a datacentre migration project of existing physical and virtual machines to provide a resilient IT infrastructure including Disaster Recovery and 24/7 monitoring and alerting.

This involved building a new Hyper-V estate in both newly provisioned datacentres and migrating both virtual and physical machines and workloads to it. There were close to 100 virtual machines migrated.

Quorum now support this as a fully Managed end-to-end Service.

This approach improved business continuity by consolidating BAYV's infrastructure and allowing them to rapidly upscale and allocate resources.

Quorum provide end to end risk management and operational oversight. Business critical systems are overseen, monitored and proactively corrected.

Rhys Jones, Infrastructure Manager, commented

"It's not only the Infrastructure Support but also the high quality Project Leadership that sets Quorum apart from other IT providers. Quorum is an extension of our team, providing us with best practice guidance and highly skilled resources."



Ongoing Support

Working with Quorum allows Buy As You View to focus on delivering business critical services to the organisation instead of focussing on the maintenance and upkeep of the technology.

“Quorum’s business-led, service oriented approach was a refreshing change from most IT companies who take a ‘technology first’ approach to their engagement. It gave us a lot of confidence that Quorum understood the business landscape and overall vision so that they were able to shape the solution and services accordingly”. Lyndon said

Quorum and BAYV continue to look at the bigger strategic picture and there are changes on the horizon including Buy As You View’s Cloud strategy.

“As Buy As You View continues to execute its Digital vision and roadmap, it is critical that the foundation on which its services are based are both agile and scalable, ensuring our speed to implementation and market meets the needs of our customers. Quorum are perfectly placed to help us on that journey.”



Lyndon Pezzack is IT Director at Buy As You View.

Lyndon is an experienced IT leader with 20 years’ experience across a number of technology strategy, product development and service delivery projects.