



Top ranking rugby club drives up value for money and efficiency with DT3 IT outsourcing service

Convinced that IT outsourcing is the most cost effective solution for small organisations, top ranking rugby club London Irish, was struggling to find a good IT support partner, until it came across DT3. With DT3, the club has reduced everyday computer problems, has access to a wealth of IT knowledge and receives a very efficient and cost effective service.

Executive Summary



London Irish

Customer profile

Name: London Irish Rugby Club
Location: London
Size: 40+ employees
Activity: Premier league rugby club
IT Setup: Central HQ and satellite sites, PC and Mac environment, multiple servers and high grade firewalls and routers

Challenges

- Cost of dedicated IT staff too high for a small organisation
- Everyday computer problems impacting efficiency
- Senior management having to deal with IT issues

Solution

- DT3's low-cost, fixed-fee IT Manager service

Benefits

- Delivers very good value for money
- Significantly reduces the impact of everyday computer problems
- Enables staff and management to concentrate on core activities
- Provides access to a wealth of up-to-date IT expertise

“There is no doubt that the DT3 service offers really good value for money. DT3 has very good staff and it’s obvious they know what they are doing, which you don’t always get with IT professionals. DT3 provides London Irish with great customer service and, perhaps most importantly, I trust them.”

Paul Gumm, finance director, London Irish

Challenges

Originally set up in 1898, London Irish has become one of the UK’s leading rugby clubs and is usually found somewhere in the top five Guinness Premiership league table. The club’s home is in Sunbury-on-Thames in Middlesex although the first team’s home matches are played at the Madejski Stadium in Reading.

The club has a comprehensive IT infrastructure comprising 40-50 PCs and three servers which is used for club management and administration. The club had taken the decision to outsource IT support because it is neither cost effective nor practical for the club to try and handle its own IT.

Paul Gumm, finance director for London Irish, says, “To have someone in-house manage IT just isn’t cost effective. You can outsource for less than the cost of someone with basic IT skills and you also get a much wider breadth of knowledge. If you employ someone you’ve got to update their skills - which is quite expensive - so outsourcing makes a lot of sense.”

Like many small organisations, the club faced everyday problems like email not working or printers breaking down. Because most staff had a limited knowledge of IT, these issues became disruptive to an efficient office. Although the club had been let down by a previous company that was not very responsive, Gumm was still convinced that outsourcing was the most effective solution for the club.

Solution

After looking at three or four different companies, Gumm chose DT3 as the club’s outsourcing partner. Gumm says, “From the first meeting, DT3 came across as very professional and very proactive. On top of that it was the small things like a clean and tidy office and the quality of the staff that tells you they run an efficient and organised business.”

DT3 started off working with London Irish by rebuilding the club’s IT infrastructure so that computers, the network, email and filing systems were working efficiently

and therefore less prone to faults. For on-going support, the Club is using DT3’s IT Manager service which, for a fixed, low-cost monthly fee, combines the cost benefit of outsourcing IT with having an expert on hand to deal with any problems.

Results

Gumm says, “The new infrastructure that DT3 has set up is much more stable and robust than before so most of DT3’s work is sorting out day-to-day IT problems which DT3 solves in a matter of minutes - usually online. With DT3 there’s no urgent thing that doesn’t get done, pretty much on the spot. I don’t know if there is a service level agreement, because I’ve never needed to look at it. We tell DT3 about a problem and they’re on it immediately.”

Gumm found that the club’s IT system is working much more efficiently and not slowing down. He says, “IT shouldn’t be complicated - it’s a tool to run your business and with the DT3 service in place the IT system works away in the background with few major and even minor problems, and for a small operations, that’s just what you want.”

Gumm adds, “One of the first things I noticed about having DT3 around is my time. Staff would come to me with all the IT problems and now I am free to focus on my own job. From a management point of view it gives back more time and takes away the stress of people continuously complaining about computer problems.”

The service is flexible enough to allow any employee to contact DT3 should they need something resolved quickly.

Gumm says, “There is no doubt that the DT3 service offers really good value for money. DT3 has very good staff and it’s obvious they know what they are doing, which you don’t always get with IT professionals. DT3 provides London Irish with great customer service and, perhaps most importantly, I trust them.”

