



Case Study:

Devitt Insurance

Fully managed IT Service restores confidence and supports growth of leading insurance provider.

Devitt Insurance provide a range of vehicle, business and home insurance services. The company was founded in 1936 are now the largest privately owned motorcycle insurance specialist in the UK with over 120,000 customers.

Devitt

Snapshot

- Financial services
- 130 + users
- Fully Managed IT Service
- 1st, 2nd and 3rd line IT service desk
- Security and monitoring
- Infrastructure management and network support
- Strategic development and IT consultancy
- Transformed performance with ambitious SLAs and OLAs
- Restored the core IT teams reputation with reliable and responsive service

What did Devitt Insurance want to achieve?

Systems, infrastructure and technology play an increasingly critical role in supporting operations across their business, including sales and support. Problems with IT were hindering reliability and delivery, so had to be addressed to secure current performance and underpin their plans for the future.

A previous outsourcing arrangement was not reliable and performance targets were missed, compromising the overall effectiveness of the business. Employees had lost confidence in the core IT and support services

How did we help them to succeed?

We provided a fully managed IT Service.

Devitt have limited internal IT resources, so a comprehensive proposition was required encompassing:

- Strategy development and support
- Front line day to day service desk – 1st, 2nd and 3rd line troubleshooting and fault resolution
- Complex infrastructure and network support
- Monitoring and management of critical systems

By working seamlessly as an extension to the in house IT resource, we were able to provide business critical support in a reliable and effective manner.

Devitt has two sites. We were able to ensure that IT support was provided to the same high standards, irrespective of location.

By using our chosen ITSM tool set, ticket and incident management were centrally managed, logged, resolved and reported, within SLA and OLA agreements.

Were Devitt Insurance happy with the outcome?

“Logged and resolved within a matter of hours. Great job!” Gavin, Devitt Insurance

About Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your migration to Office 365, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.

Cloud Business Limited
8 North Street
Guildford
GU1 4AF

08456 808538
hello@cloudbusiness.com
cloudbusiness.com

**cloud
business**