



Case Study:

Wiggle



Increased agility and collaboration for leading online cycle brand.

Having started out as a small independent bike shop called 'Butler Cycles,' based in Portsmouth, Wiggle officially started trading on 28th May 1999, after investment from founders Mitch Dall and Harvey Jones.

In February 2016, the merger of Wiggle and Chain Reaction Cycles was announced; combining the two largest companies in the UK online cycle retail market. The Wiggle CRC Group now employs over 1,000 staff, across offices in Portsmouth and Belfast.

Snapshot

- Retail
- 500 +users
- Modern enterprise grade business platform
- Exchange upgrade and staged migration to Office 365
- Collaborative apps, including OneDrive, SharePoint and Yammer, planned and deployed by Cloud Business
- Seamless integration across all products
- User adoption programme with on demand video training
- Resulting in increased productivity and collaboration for Wiggle's teams
- Remote access to training and apps has also reduced travel time for many users

What did Wiggle want to achieve?

Wiggle had Exchange 2003 in place for email, but vendor support for this software was due to expire. The business also needed a new platform on which to deliver collaboration services to hook up teams, suppliers, projects and departments.

The upgrade to Office 365 had to occur while minimising any impact on the users in the fast growing company.

How did we help them to succeed?

Starting with email, this was upgraded and then migrated to Office 365 over a period of weeks, with coexistence in place throughout the project to avoid any downtime. After this, OneDrive, Lync, SharePoint and Yammer were planned and activated, all supported by a detailed training plan to onboard the users.

Wiggle also deployed our recommended Office 365 video training platform. Staff and specialists then had access to 1,400 short on demand videos, which guided them through the new technologies.

Were Wiggle happy with the outcome?

Business growth is now underpinned by a robust platform, which facilitates capacity planning and is fully supported by us.

Users can now enjoy quick and straightforward access to files and project information, which can be seamlessly shared with colleagues and other stakeholders.

Increased productivity and reduced travel time were just two of the most immediately significant benefits seen by Wiggle.

A final word 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.

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