TRANSFORMING I.T TO EMPOWER REMARKABLE EXPERIENCES

BUSINESS BENEFITS

- Increased bandwidth with access from sites to the Internet and cloud-based applications providing QoS.

- Delivered a low impact transition to the new data connectivity allowing the customer to achieve its business transformation

- Enabled the business to operate with minimal disruption in un-foreseen circumstances where any single or multiple offices are unavailable for physical access by enabling users to work remotely.24x7x365

- Delivered and provide on-going management through a compliant change control process to meet customers ISO27001 standards

THE CHALLENGES

IPI overhauled the entire IT ecosystem, transforming legacy IT systems into class-leading solutions that help managers, directors and performers to focus on creating compelling experiences for their audiences.

The intense, time-critical nature of live performances and large audiences means that their IT systems are placed under immense pressure. While the back-stage teams needed robust IT systems that they can rely on, there was even greater pressure on the front-of-house, including point-of-sale and ticketing systems, which needed to cope with surges in demand during performances and ticket releases.

They wanted an IT system that would empower their users, support compelling customer experiences and facilitate new services and innovations. At the same time, it was essential to control costs and minimise complexity, leading to IPI becoming their IT team.

IPI Exceptional Customer Contact

IT SERVICES

THE SOLUTION

IPI offers a complete IT ecosystem as a service, which replaces unpredictable IT costs with a simple monthly fee. For a monthly, per-user fee, we provide them with everything they need to produce shows, sell tickets and host audiences, from the network infrastructure to the software running on laptops and desktop PCs.

This means that they have a predictable monthly expense for all their IT requirements.

Networks - We replaced all their existing network equipment to ensure the infrastructure was resilient and up-to date. This also increased bandwidth and improved internet access for all members of the team. We also took responsibility for the Wi-Fi at the Royal Opera House.

Software - Our Desktop Live solution means we manage users' software remotely, as well as the licence fees. This further reduces the complexity of managing IT, and means the in-house IT team can focus on innovation and value-adding initiatives.

Hardware - IPI provided all the desktop PCs, laptops and network infrastructure and WAN connectivity required to run the entire theatre group. This included updates and upgrades, so they always had modern IT equipment, yet pays only a flat monthly fee.

Support - Our approach to IT support is to make ourselves obsolete. We start by building robust networks with firewalls and automatic failover. Then we ensure that software is securely managed and that it runs on up-to-date hardware. Finally, we monitor the network to proactively identify and respond to issues.

And if something does go wrong, our support team is always on hand to help. Our IT team is organised so that we're available at all hours and can support them during critical performance hours.

THE RESULTS

Resilience - If networks or resources are unavailable for any reason, we seamlessly failover to backup systems that run concurrently in the background. This typically means that business users have no knowledge of a failure, because they can immediately continue work on the secondary network.

Increased bandwidth - Running a theatre requires major bandwidth. It's not just the operational teams that need data; there are also security applications, point-of-sale terminals and ticketing systems that demand lightning-fast internet access. Our robust network solution means that all these services perform at their maximum potential, and customers always get a smooth, fast experience.

Minimal disruption to business-as-usual - Our job is to simplify IT and support our customers, so implementing a new IT system always involves careful consideration of how to deploy the new solution with minimal impact on users.

Always up-to-date - By choosing our Desktop Live package, they are always running up-to-date software. Not only does this empower employees to work efficiently, but it also reduces opportunities for hackers and fraudsters to exploit software bugs.

CAPEX replaced with OPEX - Instead of investing in on-premise solutions that gradually depreciate and become obsolete, they pay a monthly fee to access all the services and hardware they need. This reduces major capital expenditures and eliminates the risks associated with keeping large stocks of servers and computer terminals.

Single contact for all IT management - Traditional IT vendors do half the job, and you eventually need other providers to fill the gaps. Our approach is to take on the entire IT ecosystem, giving our clients a single point of contact for everything: networks, hardware and software.

Focus on audience experience - Theatres are thrilling environments, but also demanding places to work. Delivering world-class shows night after night is a huge challenge. Our job is to eliminate the routine IT hassles that employees normally face. We manage the complexity so the customer can focus on creating magical experiences for their audiences.

> Our close partnership with the customer has allowed us to transform their approach to IT. Instead of coordinating multiple vendors to manage their networks, hardware and software, they have a single contact for all IT solutions.

IPI Exceptional Customer Contact