

# CSWP improves IT to enhance business efficiency in 90 locations



Coventry, Solihull and Warwickshire Partnership (CSWP) is an award-winning group for local economic development and regeneration. In 2009, changes in its IT staffing presented an opportunity to change the IT function, to benefit users at 90 locations. “For various internal reasons, IT had become a hindrance rather than a business enabler, and perceptions of IT were wholly negative,” recalls Clare Hillier, IT & Facilities Manager.

## Solution

Senior management decided to completely change how IT was delivered and managed, resulting in a new Managed

“We have been delighted to have BT Engage IT as our partners to help us navigate our way through the choppy seas of change.”  
**Roger Douthwaite, Chief Operating Officer**

Services contract with BT Engage IT.

The first step was Strategic Consulting, with a BT Engage IT consultant

independently reviewing the business and producing a report covering IT policy, procedures and strategy, and including specific recommendations for immediate changes to systems and processes.

Work on implementing a new contract speeded up. The consultant was appointed Technical Design Authority and given a place on the new IT steering group. “We had a lot of remedial work to complete as well as implementing our new helpdesk,” Hillier says, “so we worked with BT Engage IT to secure the platform.” This included a technical specialist working onsite for six months and the original helpdesk, which involved two staff attempting to support 360 users in 90 locations, was shut down and its role transferred to BT Engage IT’s centralised Service Desk.

## Why BT Engage IT?

BT Engage IT’s strategic approach to this solution ensured that the consultant gained a thorough understanding of CSWP’s business objectives and the current and future needs of the organisation, before recommending any changes.

The transference of CSWP’s helpdesk to BT Engage IT’s centralised Service Desk means that all users are now assured of an efficient service, regardless of location. And regular reporting by BT Engage IT means that management can also see how the service is scaling up to meet rising demand.

BT Engage IT’s approach has helped CSWP shape their IT policy and initiated a culture change: IT is now delivered and managed in more effective user-centric ways, and is now seen as a key business enabler.

“The consultant helped shape our policy in a clear-eyed way, providing a dispassionate viewpoint. The review was very thorough, and included extensive interviews with users. His recommendations mean we’re no longer working in silos and can provide a better service as a joined-up company. We can adapt to future needs and grow with confidence.”

**Clare Hillier, IT & Facilities Manager**

BT Engage IT provides businesses with access to one of the most comprehensive IT services portfolios in the market providing compelling and differentiated IT solutions. Additionally, as we are part of the BT Group, we are able to offer a truly integrated suite of services to assist in the advice, design, deployment and support of IT requirements to meet clients’ business needs.

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