

Monahans achieves efficiencies through improved IT services



“BT Engage IT had proven its skills. Today, our systems are probably the strongest they’ve ever been, developments happen faster, and we have a strong strategy for moving forward.”

Steve Fraser, Partner, Monahans

Monahans Chartered Accountants is one of the largest independent firms of chartered accountants in the West of England. With the business growing rapidly, the need for more reliable IT and improved support for business-critical systems, plus the ability to plan and deliver strategic IT developments, had outstripped internal capabilities.

Solution

Steve Fraser, Partner at Monahans says, “What we needed was access to a pool of specialists who could focus and properly support us.” A decision was made to outsource internal support to BT Engage IT, initially involving a Helpdesk for first-line support only. Fraser says

“The first few months were very difficult, but BT Engage IT worked hard at all levels to get over any issues we had.” Prior to that, BT Engage IT was asked to review Monahans’ systems

and provide recommendations which highlighted issues in areas like resilience and performance that were able to be rectified.

Because Monahans had gone through a period of firefighting, they’d stopped planning ahead and formulating strategy. BT Engage IT’s Strategic Consultancy reviewed service delivery mechanisms and governance, and recommended moving to a full Service Desk, including Change Management to gain proper control of the environment. This prompted Monahans to sign a Managed Services contract.

Why BT Engage IT?

BT Engage IT was the right partner for Monahans because of its breadth of expertise and immediate access to a pool of specialists: from Helpdesk to fully Managed Services, from Strategic Consulting to Service Delivery Management. It has proven skills, including a highly experienced Technical Design Authority, and the ability to improve availability and performance of business-critical systems, plus the resources to plan and manage ongoing development of IT resources and services in more structured, effective and business-focused ways.

“Having confidence in our systems is essential in our delivery of services to our clients. BT Engage IT gives us that confidence, from ensuring systems run smoothly day-to-day to having an experienced Technical Design Authority to help shape and deliver our IT strategy. There’s a real commitment from BT Engage IT to build a lasting relationship with us - which is exactly the approach we take with our own clients.”

Steve Fraser, Partner, Monahans

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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