

# CASE STUDY

OPTIMISE



Expert  
Management

PROTECT



Operations &  
Governance

EVOLVE



Professional  
Services

SHARE



Management  
Support



**UCNS**  
MANAGED IT



Crown  
Commercial  
Service  
Supplier

## The Daily Mail & DMG Media

*“UCNS work with us in close partnership meaning we win and lose together. That close partnership means the customer experience is always the key focus. Look at their depth of specialist capability not size. Within their specialist team is deep domain expertise and capability”.*

*Daily Mail - CTO*

**The Brand:** dmg media is an international multi-channel media company home to some of the UK's well-known brands, such as The Daily Mail and Mail Online to name but a few.

**The Challenge:** In 2011, dmg media embarked on one of the most radical and complex implementations of Unified Communications at the time, with an aim to migrate multiple brands, locations and services from legacy PABX systems – to a new Cisco Unified Communications platform running on vBlock technology fully integrated with SIP trunking. The business required a support partner to manage the group's telecom estate and provide a customised service wrap to protect the brand's interests.

**Services Delivered:** UCNS leveraged ISO 9001 (quality) and ISO 27001 (security) best practices to develop a standards based infrastructure and support model in order to deliver;

- ✓ A comprehensive Fully Managed IT Service for Telephony & Unified Communications
- ✓ 24x7x365 Proactive Monitoring for Unified Communications
- ✓ Managed service desk for Telephony & UC
- ✓ The delivery of multiple redesigns and telecom optimisations
- ✓ Onsite resourcing including service desk and desk side support
- ✓ Remote operational management for BAU through ITIL managed service desk
- ✓ End user training and IT staff education
- ✓ Vendor management and proactive escalation
- ✓ Business workflow optimisations

*“Without UCNS we would lose the personable touch that we have become accustomed to by having their bespoke managed services. This would result in a higher degree of rigidity which would not ease our IT Operations when handling cases and project related tasks. UCNS offer a flexible approach which most third party providers seem not to be able to offer. The team is approachable, dynamic and able to follow up our requirements even at short notice. We have a UCNS team that has been working for our account for over five years. They have accumulated knowledge and established the necessary relationships which enables them to respond promptly to end users' queries, incidents and requests.”*

*Daily Mail - Network Manager*

**Tangible Results:** UCNS deliver tangible results that reduce costs and improve service, whilst implementing robust and secure governance and best practice;

A truly global brand with an enterprise footprint:

- 3,500 end users
- 7,500 telecom devices
- State of the art Unified Communications platform
- International offices with support for staff around the clock
- 24x7x365 enterprise media operations
- Fully resilient distributed virtualised architecture
- Mission critical systems with revenue impacting dependency

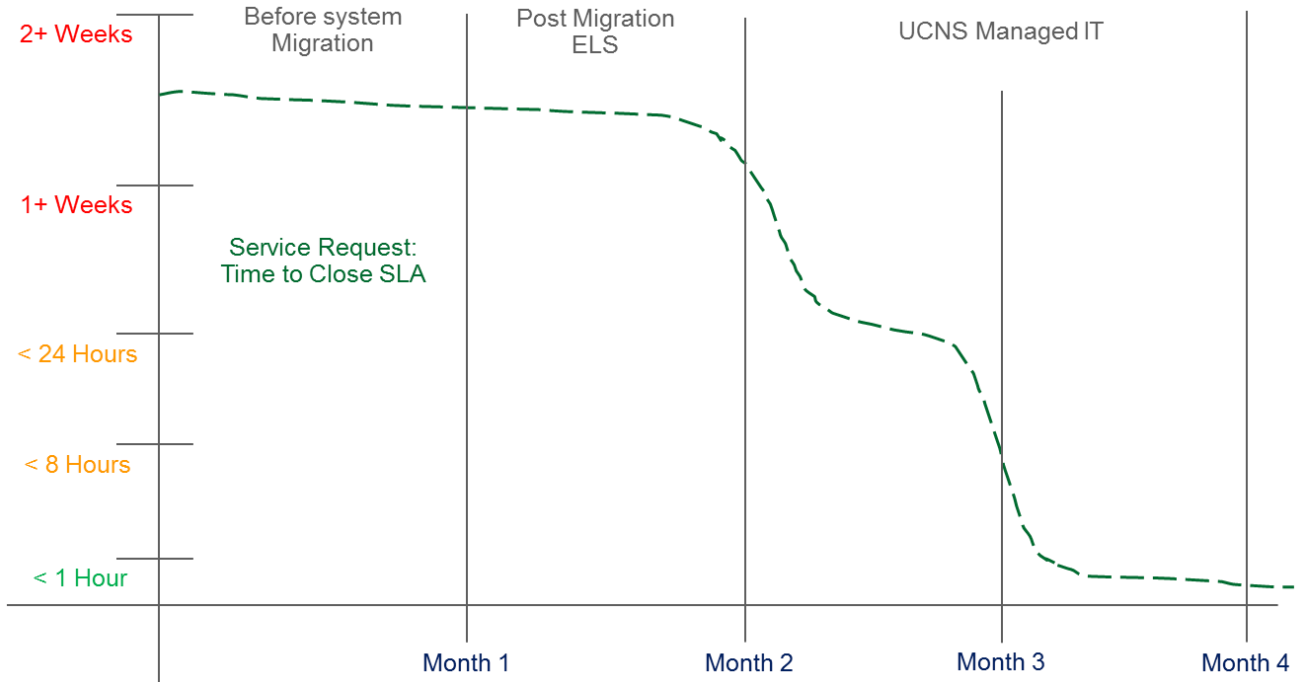
The Daily Mail operations are mission critical with breaking news and events unfolding every minute of every day around the world.

UCNS have delivered a multi-layered managed services model over a sustained 6 year period. Through a combination of onsite and offsite staff as well as intelligent proactive monitoring tools, a highly agile and responsive partnership was created.

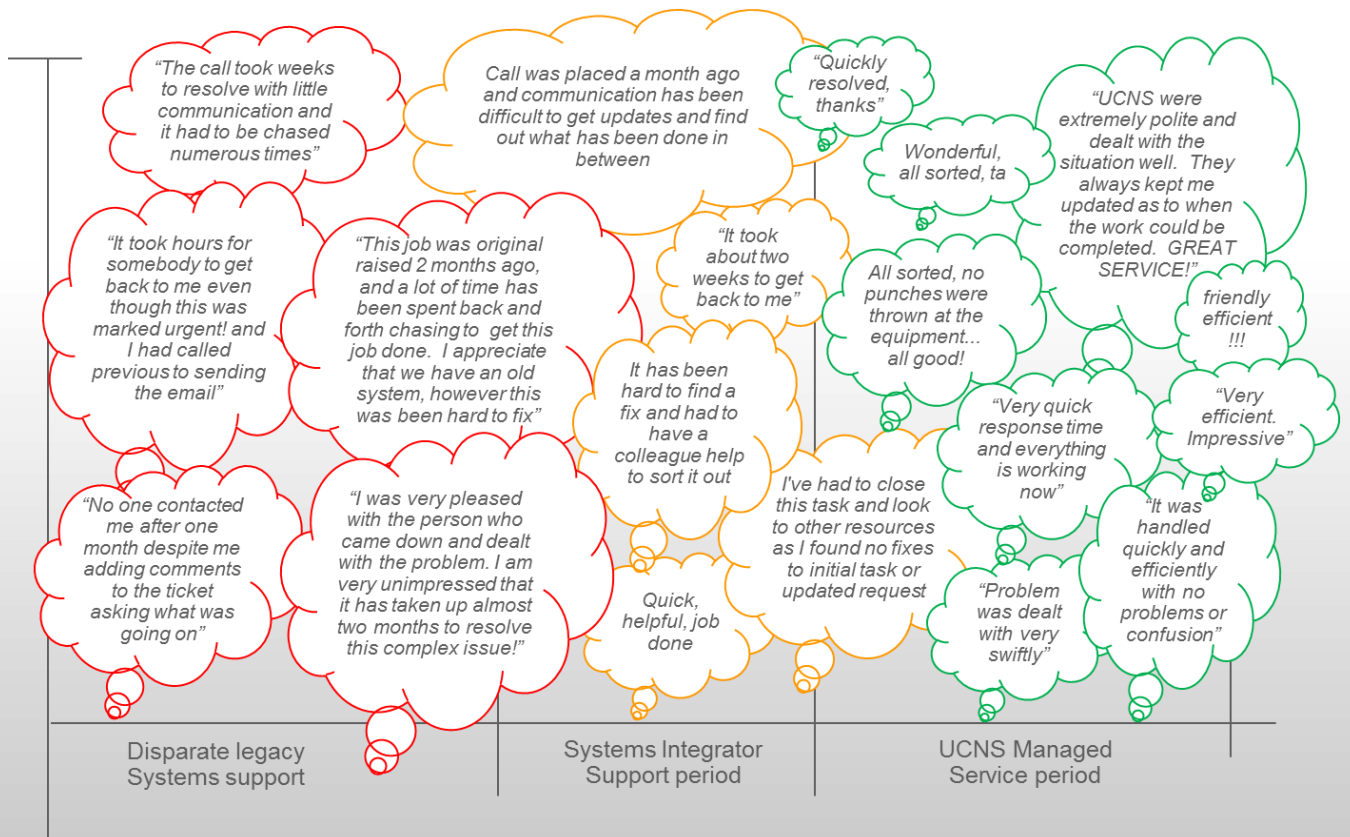
The material benefits of a dedicated managed service:

- ✓ The technical excellence and experience UCNS were able to deliver to The Daily Mail group revolutionised the manner in which services could be delivered
- ✓ UCNS proactively protected the Telecoms estate encompassing more than 5,000 devices in global locations between the UK and Australia
- ✓ The dedicated telecom monitoring tools implemented by UCNS meant on multiple occasions that imminent failures were proactively detected and resolved before any business impact
- ✓ Multiple upgrades, improvements and implementations ensured that UCNS continually delivered value back to DMG at a service and commercial level
- ✓ The uniform escalation model delivered clarity and ease of escalation to the end user population
- ✓ By implementing standards based IT solutions business risk was heavily reduced
- ✓ The managed service desk delivered by UCNS meant user requests for assistance were reduced from weeks, to minutes with a hugely positive impact on service delivery

## The impact the UCNS Managed Service delivered in time taken to service requests



## Service Desk user satisfaction surveys, before, during and after the UCNS Managed Service





Web: [www.UCNS.com](http://www.UCNS.com) | Email: [info@ucns.com](mailto:info@ucns.com) | Phone: 0330 115 5000