



CASE STUDY

WELLCOME TRUST

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BACKGROUND

With over 275 applications in operation, Wellcome Trust was finding supplier management complicated and time-consuming. In addition, this situation was preventing economies of scale from being exploited and there were concerns regarding the availability of the specialist technical skills required to support this area. They decided to consolidate development, support and maintenance for several key Microsoft platforms including its investment applications, managing £16.5 billion of investments, its Mlnet Microsoft Business Intelligence platform and several core business Microsoft databases which support the Trust's grant operations.

THE SOLUTION

- Analyse the many and disparate data sources that were required to produce the necessary statistics.
- Acquire the technical skills that were missing and train new staff in the specifics of the client's applications.

- Strengthen the skills base in application areas in which Genisys was already expert.
- Establish a consolidated support and maintenance contract covering all services.
- Provide an on-site presence for all services including a permanent account management presence.
- Establish an off-shore support capability, specifically to support crucial overnight batch processes.
- Integrate the Genisys incident, problem and change management processes seamlessly with the Wellcome Trust's, under an ITIL framework.
- Provide a parallel development service for implementing upgrades using a PRINCE2 and Agile framework and using the client's project support processes.

THE BENEFITS

- Failure rates for overnight batch processes reduced by over 80%.
- Over 75% of overnight failures resolved outside of Wellcome Trust business hours (compared to zero previously).
- Support charges reduced by 10% compared to the period before Genisys had taken over support.
- High degree of business user satisfaction at a difficult and extremely busy period for the investment industry
- Complete integration between Wellcome Trust and Genisys support and development procedures
- Creation of a greatly increased and highly visible on-site support and management service

THE RESULT

Genisys helped to consolidate key investments applications under one supplier and reduce costs by 10%.

They have shown that they can routinely deliver .NET and SQL Server applications to time. Genisys is now well into the second year of support and provides the sole support service for the Wellcome Trust's major investments application portfolio, as opposed to their initial model, which involved multiple vendors. This case study provides an illustration of what many customers have come to expect from Genisys: high quality consistent services at competitive prices.

As a result of his IT Strategy to improve customer service, drive value and rationalise his supplier base by building on core strategic partnerships, Mark Bramwell (Wellcome Head of IT), looked to Genisys to transform the development, support and cost of ownership of the Trust's critical Investment systems.

Bramwell reports "...in looking towards Genisys as a single 'one stop shop' not only have we reduced our end to end support costs by 10%, but at the same time Genisys have been able to add additional value by extending the service monitoring period using a combination of on-shore/off-shore resources and as a result radically enhance the service availability provided to my Investment and Business Intelligence customers. With systems now running at 99.999% availability, not having Investment Portfolio Management and Business Intelligence information by the start of each business day is now very much a rare exception as opposed to the previous regular norm.

This tangible benefit adding approach and pragmatic on-site relationship has made Genisys a strategic partner of choice, which as a trusted partner has in turn led to the Trust using them for additional critical activities such as Business Intelligence developments, Finance System enhancements and support as well as a wide range of tactical Microsoft database developments for Technology Transfer Contracts, Expert Review Groups and Strategic Awards Committees.

Whether it be development, support, maintenance or consultancy, their personal and service orientated approach is highly valued and a key component of the Trust's IT strategy and service offering"

Founded in 1985, Genisys Group is a successful global IT Solution and Service Provider. With a keen focus on providing services and solutions that drive down operational costs and increase system availability, Genisys has become known for being specialists in server and networking technologies. Building on this skill and understanding of the hardware platform, Genisys is able to deliver expert solutions and services for your company.

Genisys prides itself on a commitment to quality and innovative technologies. This commitment is reflected in our accreditations with our strategic vendors, like HP and Microsoft. Thanks to this, our clients can be confident that the solution we recommend is the right decision for their business needs.

