



How ITS provided global Support to Camco



Our Client

Camco is a leading climate change and sustainable development company, providing world class strategic, technical and financial solutions for all carbon related issues.

The Camco Group recently acquired Energy for Sustainable Development (ESD), to form an organisation of 220 people, focused on solutions to climate change.

The Problem

ESD had a critical global communication requirement, with 100+ consultants and support staff spread over 5 offices in the UK and 4 overseas. It was essential for them to have efficient and reliable interfaces with many external bodies and clients to facilitate close collaboration, and to provide quality environmental consulting

Managing technology issues was taking valuable resource away from ESD core business, and critically impacting ESD's ability to maximise profits. Prior to outsourcing, ESD had employed a single I.T. resource and encountered many of the classic symptoms of an in-house facility; reactive fire-fighting insufficient breadth of technical abilities, no cover out of hours or during absence, linear processing of I.T. support and project activities.

"We needed the I.T. resources and support to maintain our business communications and external credibility, but we also needed an I.T. policy that would grow with us, and a vendor that was proactive and flexible in supporting these key needs. I would happily endorse ITS as providing both the quality of day-to-day support and the vision for our I.T. strategy moving forward."

Dr Jeff Kenna, CEO

The ITS Solution

ITS started by providing direct user support and infrastructure management.

ITS's services to ESD rapidly evolved into policy definition, requirement analysis, procurement and support for all voice and data communication systems.

"ITS undertook and extensive evaluation of the I.T. Solution required and obtained sign off from Camco before rolling out"

Liam Healy

ITS Customer Services Director

Since engagement ITS has specified, selected and successfully installed a highly functional corporate intranet, an online global project management system with workflow for ESD.

All were seen as essential elements of the ongoing I.T. policy for sustained business growth.

Throughout this extensive change programme, ITS have also been accountable for 'business as usual' service, delivering significantly higher system availability and user satisfaction than ever before.

The Business Benefits

In ITS Camco / ESD have an I.T. solution provider who understands their business and who have evolved the I.T. solution in line with Camco/ESD' growth.

An outstanding pool of knowledge and expertise to draw on.

A highly professional and experienced dedicated Service team

Professionally structured working practices.

Genuine commitment to a business partnership.

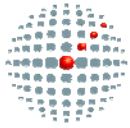
"Whilst ITS were good at providing quality day-to-day support, their real value came in providing a more holistic approach to our I.T. Needs and establishing a sustainable strategy for us to move forward and grow with. Quite simply we would not be where we are now without them."

Chris Crookal Fallon —Operations Manager (UK)

ITS Expertise

- Network Design and Implementation
- Infrastructure and storage projects
- Managed Support
- Projects managed to Prince2 standard
- ITIL

For more information contact us at info@itsis.co.uk or call 0845 0845 2417 410



camco