

# Angela Mortimer Group

## Recruitment Case Study



Angela Mortimer Plc is one of the recruitment sector's most progressive users and strongest advocates of Managed IT Services. For well over a decade, led by the vision of Colin Hilton, Director of Information Technology, Angela Mortimer has built its business success and operational capability on the back of a Nasstar powered infrastructure.

We talk to Colin about his enthusiasm for the managed service concept and how it has helped him elevate the company's IT to enterprise-grade – but on an SME budget.

## Challenge

Angela Mortimer must rank as one of the most mature users of managed services in any industry, let alone recruitment.

You masterminded the switch to Nasstar and the shift away from traditional in-house IT provision. Why?

*"Prior to joining Angela Mortimer (AM), I was with London Underground and saw first-hand the transformational power of IT when done well. I desperately wanted this for AM. In managed services, I saw a way of having it that was actually affordable and viable for a smaller commercial organisation.*

*Here was something that would allow me to very easily develop a modern infrastructure for the company, tailored to our needs, utilising the latest software, with no need to worry about maintenance, licensing or technology refresh issues.*

*Those would all be covered by the subscription pricing model, giving me my three big ticks in the box – an enterprise-grade IT platform, with enterprise-level support, all at a non-enterprise price."*

## Solution

What have been the main benefits accruing to the business since the switch?

*"It's probably worth looking at this from both a strategic, big picture point of view and the more day-to-day operational perspective. At one end, the switch has enabled us to consistently punch above our weight in IT terms, allowing us to support and develop our business at a speed and with a degree of sophistication that would have otherwise been impossible.*

*To underpin the organisation with a product of the calibre of MS Dynamics NAV or SharePoint, for example, together with the requisite consulting skills, would never have*

## Employees

200

## Project Snapshot

One of the recruitment sector's most progressive users and strongest advocates of Managed IT Services.

## Applications Hosted

Hosted desktop, MS Office, MS Exchange, MS SharePoint (Nexus Trading System), MS Dynamics NAV, ePay, Simply Personnel, Voyager, BlackBerry, VoIP and WAN (Wide Area Network).

## Nasstar on Angela Mortimer Group

The role of IT is to empower staff and to give them the tools and the environment to be as productive and responsive as possible

## Angela Mortimer Group on Nasstar

A progressive and successful company looking to elevate it's IT to enterprise-grade - but on an SME budget



**The role of IT is to empower staff and to give them the tools and the environment to be as productive and responsive as possible. This is a very pressurised, demanding sector and no place for technology that disables rather than enables.**

*been an option for the company on its own. Moreover, a taste for growth and an acquisitive streak has meant the Angela Mortimer Group now consists of 25 companies. Our policy has always been to balance integration with autonomy and a single homogeneous IT system imposed from the middle outwards would have seriously compromised that policy.*

*Plus, rapid roll-out means that we've always been able to maintain a good operational pace. Offices are up and running quickly, candidates and clients serviced seamlessly, and we've never had to put the brakes on while IT plays catch up.*

*Allied to this is the essential scalability of the service. Angela Mortimer is no different to other sizeable recruitment firms in that we are subject to economic cycles and therefore require an element of 'elasticity' in our business structures.*

*Whether we scale up or down, our managed IT service merely scales with us, delivering only the seats and the applications we need. It's lean and mean; the sort of streamlining that's perfect for a company committed to a fee-earning focus.*

*On a day-to-day basis, I know that the 200 users across the group are also benefiting from a modern, stable, feature-rich desktop and anytime, anywhere remote access – IT's role is to empower staff and to give them the tools and the environment to be as productive and responsive as possible.*

*That way they are free to concentrate on their core competencies and on delivering for candidates, clients and the company”*

## Client verdict

If a recruitment company is considering making the switch to managed service, what would be your advice?

*“First, do your sums properly. A lot of companies take one look at the headline costs of managed services and make unfair comparisons with their internal IT overheads – this is almost always because they are never factoring in the full and proper cost of an in-house solution. Coming to AM, I did my comparisons of managed service vs. in-house with that lesson in mind. Managed service won on basic economics as well as the more important issues of efficacy and efficiency.*

*Secondly, remember that not all managed service providers are created equal. Once you've chosen your road, be careful who you go down it with. Due diligence on any supplier is a given but go beyond the reports and the legalese. Ask to meet customers, arrange reference site visits and chat to everyday users.*

*Look for a proven track record in your industry. It helps if they immediately grasp your issues, understand your needs and have practical experience with the applications and systems you use to manage your business.*

*Look too for a proactive partner that will look to add value to the relationship through collaboration, co-operation and even commercial flexibility. Choose wisely but then commit thoroughly – you'll never look back.”*