

GCC help Alcumus prepare for growth, with integrated cloud computing solution

The Business Challenge

The Alcumus Group is a market-leading provider of compliance risk management solutions and certification services. As well as its own IT platform, Alcumus also provides its clients with hosted IT systems as part of its service offering.

The Alcumus Group has grown exponentially through acquisition and now comprises four thriving business units, with more than 300 network users. The business faced the challenge of merging four unconnected IT systems onto one platform, whilst also drastically modernising the ageing on-premise servers and desktops.

GCC had to address four business requirements:

- A stable, cost-effective IT platform which could connect Alcumus' multiple offices around the UK, as well as the predominantly mobile workforce
- With large amounts of confidential client data held on disparate servers in remote locations, the IT platform had to meet stringent security requirements, including adherence to ISO 27001
- The IT platform needed to flex and scale to support continued business growth
- A single, centralised, sales and marketing management system

The Solution: a flexible new IT system

Microsoft specialist, GCC, worked with Alcumus to design and implement a flexible new IT system that embraces multiple Microsoft cloud solutions.



Office 365 provides a connected suite of applications for email, document creation, data storage, team collaboration and communication, integrating well-known Microsoft Office tools such as Word, PowerPoint and Excel, with Outlook for email and SharePoint for document management.

Dynamics CRM Online delivers unified customer relationship management capabilities, enabling the integration of all of the company's systems, business and customer information into a single system, accessible to all staff, from any location.

GCC support and manage all aspects of the IT environment including network and servers, Microsoft cloud services and business application delivery, and the desktop and devices estate, using a GCC cloud-based support service.

“ The technology helps us feel like one company. We can work more efficiently together across all four parts of the business and that's helping to improve customer service, engage and integrate employees, and really enhance our sales and marketing processes. GCC understands our business and what we need, and that has been an important part of standardising our IT. ”

Benefits for the Alcumus Group

As a result of the new IT system, four business divisions now operate seamlessly and more efficiently from one central IT platform.

The secure, unified environment has transformed collaborative working both within the office and amongst the field-based mobile teams. Geographically-dispersed teams can communicate and share information and there are multiple ways for everyone to stay in constant contact and have visibility of each other's locations.

Integration between the Office 365 applications and Dynamics CRM puts vital information at the fingertips of customer facing teams allowing them to respond swiftly to sales opportunities and customer service requests. Customer communications and sales and marketing processes have improved through the availability of a single customer database.

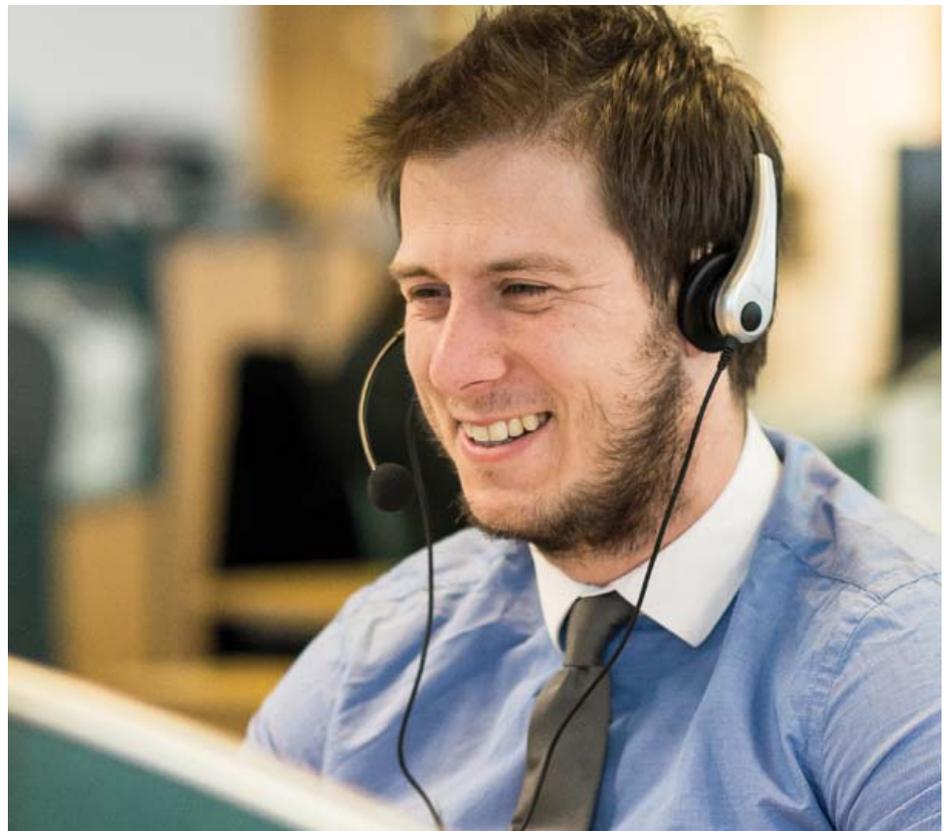
“ It's all about making sure our geographically spread and remote teams can get access to the systems and easily keep in contact. That requires an infrastructure that is reliable and scalable and almost invisible. ”

Ken Baxter
IT Projects Director, Alcumus

Dynamics CRM provides accurate real-time sales projections that support agile headcount management and proactive problem resolution.

Confidential client data is safe and secure in the cloud, allowing Alcumus to meet the requirements of its ISO 27001 certification and safeguard client reputation.

And vitally, the security and scalability provide better risk management control. It is straightforward to increase the number of users, with no technical resource requirement.



Business led, technology driven, people centric

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