

CASE STUDY

B P Collins **boosts operations and revenue** through Covid-19 due to digital transformation.



Following a period of significant growth, B P Collins recognised that the business **needed to transform** in order to improve organisational agility.

CHALLENGE:

- Improve organisational agility
- Reduce customer response times
- Support growth whilst reducing physical footprint
- Provide more flexible workplace for employees

SOLUTION:

- Migration to Pulsant Enterprise Cloud (UK-based private cloud service)
- Fully managed application hosting including Office 365

OUTCOME:

- Secure and scalable IT infrastructure
- Improved operational resilience with 99.999% uptime
- Increased employee flexibility and productivity

Buckinghamshire-based law firm B P Collins represents individuals and companies. The firm handles a wide variety of legal matters for local, national and international organisations, serving owner-managed businesses and PLCs across a range of sectors. Its aim is to achieve the best possible outcome for clients, which means it needed to create a high-performing workforce where staff can work productively anywhere without limits.

Following a period of rapid growth, B P Collins had two key business goals: increasing operational efficiency and improving agility in order to respond more quickly and be able to scale in line with client demand. Ultimately, the company recognised it needed to digitally transform to ensure it could position itself where the business and the wider industry will need to be in five years' time.

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Director of infrastructure, B P Collins

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However, while the company knew it needed to transform, it wanted to avoid expanding its footprint. B P Collins had already started to consolidate its offices and wanted to move all staff under one roof, as well as enabling staff to operate more efficiently regardless of location

Creating a secure and scalable IT infrastructure

With a need to improve agility and efficiency, the company decided it needed to move all its IT systems to the cloud and to bring disparate databases together. With some systems already in the cloud and some on-premise, the firm sought to identify the right partner to support, turning to its software Peppermint Technology for guidance, who recommended Pulsant.

After evaluating three different partners, B P Collins chose Pulsant as its transformation partner of choice due to its cost-effective solutions, experience and ability of the team to manage transformation projects end-to-end and the existing relationship with Peppermint.

Another factor in its decision, was the strategic location of Pulsant’s data centres. Shifting from an on-premise environment, the company wanted its infrastructure to remain in close proximity to the business and for data to always remain in the UK to meet sovereignty requirements post-Brexit.

Gina Connell, director of infrastructure, B P Collins explained: “We chose Pulsant due the size of the business, the location of its datacentres and the company’s existing relationship with Peppermint, one of our key software providers. We wanted to build a professional team around us to form an ongoing partnership, supporting our growing needs, especially around cloud.”

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Future-proofing the business with flexible, secure and compliant cloud

Pulsant worked with B P Collins to migrate all IT applications, including its practice management solution and SharePoint estate, to Pulsant’s Enterprise Cloud (PEC) platform– a UK-based private cloud service. Underpinned by VMWare’s leading virtualization and cloud computing technology, PEC enabled B P Collins to bridge the gap between public cloud and in-house hosting by providing the flexibility of the cloud with the security of a private data centre.

As part of a wider transformation, the firm also moved its other applications to Pulsant, including migrating to Microsoft Office 365 from a hosted exchange platform. Pulsant also helped B P Collins consolidate its existing services, achieving significant cost savings and enabling a more efficient working environment.

Alongside the project, B P Collins rolled out new laptops, moved offices and introduced software to streamline operations and boost productivity.

Pulsant’s engineers worked with B P Collins’ internal IT team to update the structure of the firm’s on-premise technology deployments so that the user technology refresh could be carried out without business disruption.

“With this project we literally changed everything. A lot of people worked on this project and I don’t think they appreciate the magnitude of what they’ve achieved. We not only moved all of our applications into the cloud; we also changed all of our hardware and moved half of our people out of one office and into another”, commented Connell.

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Improved resilience, operational efficiency and agility

Pulsant worked closely with B P Collins throughout the project enabling the law firm to hit all deadlines and complete the implementation successfully, prior to Covid-19. As a result, B P Collins has been able to continue to operate extremely successfully through the pandemic, where other competitors struggled due to their inflexible infrastructure and lack of agility.

“We were fortunate to have the right vision early on, and the expertise of the Pulsant team to execute and implement it, so it was business-as-usual for us when the pandemic struck. Because everything was in the cloud and we didn't have servers on site, we could easily move to remote working, and our IT team was able to manage everything. In fact, our income in the first month of the crisis was off the record and much better to what we had seen prior to the pandemic”, commented Connell.

Following the transformation, B P Collins has been able to enhance its operations and boost productivity, whilst also improving the company's resilience. The new cloud platform is highly stable, with 99.999% uptime, unlike its previous architecture which would suffer frequent downtime.

Since the move to the new office, Pulsant has installed managed hardware onsite, including the setup and management of Wi-Fi access points and a Meraki wireless system, providing excellent coverage and enabling staff to work in a more agile manner across the building. The project has also had environmental benefits, enabling the firm to go paper-light by scanning and moving a large mass of information into the Pulsant hosted database.

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As part of the close working relationship, Pulsant continues to provide ongoing support to B P Collins, managing everything from the cloud to application level. Weekly meetings are held between the teams to ensure everything continues to run smoothly, with the Pulsant team highly responsive to the firm’s needs.

been brilliant. The account manager helped co-ordinate everything when there were a lot of time pressures and competing deadlines, which we really appreciated. Pulsant pulled out all the stops to get the project over the line on time, overcoming any barriers that arose along the way.”

Connell continued: “For us, having one port of call for everything means the operation is more efficient, as we are not relying on a third party to be involved. Due to the stability of the platform, people spend less time either not working or trying to solve problems, so we can now be 100 per cent focused on our clients’ needs and responding to them.

“I would definitely recommend Pulsant to other firms as the support it has given us has

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