

Gallowglass

Premium Support



the customer

overview



Customer

Gallowglass Group

Website

www.gallowgroup.com

Number of employees

Approx 300-400



Country or region

Global with UK Head Office

Industry

Event Management



Customer profile

The Gallowglass Group, headquartered in London, is a global premium crewing service for large events. Gallowglass leads the way in the development of professional recognised standards in the events and entertainment industries.



"The great thing about our Premium Support agreement with risual is that I have access to a team of Support Engineers that I can seek guidance from and that know our infrastructure inside-out."

Darren Thorley, Head of IT, Gallowglass

Gallowglass is the largest and foremost events crewing company in the UK and mainland Europe. They provide a complete crewing support service for corporate events, exhibitions, festivals and official ceremonies. Headquartered in London, they are expanding globally following their success with events surrounding the London 2012 Olympic Games and global clients such as the BBC.

the problem



The Gallowglass Group has led the way in the development of professional recognised standards in the events and entertainment industries, since its launch 17 years ago. The business has expanded to encompass five companies, transforming the way that large events are managed.



Following the delivery of their new IT infrastructure, Windows Server 2012, coupled with the Microsoft System Center Suite (VMM 2012 SP1), Gallowglass recognised that their small IT team would benefit from the ongoing support of the experience and knowledge that risual had already demonstrated within the implementation programme. Although the Gallowglass IT team was familiar with the legacy systems, the new infrastructure needed additional support not just for troubleshooting and user maintenance, but on a more proactive basis.



change of business needs

risual's Gold Partner status and their strong relationship with Microsoft ensures that they continue to be accredited to deliver in line with Microsoft best practice. Coupled with their service infrastructure, it enables them to reduce the client's risks and be more responsive, which was exactly what Gallowglass wanted in a support partner.

Darren Thorley, IT Manager, Gallowglass Group says: "Following the implementation of one of the biggest IT transformations, delivered by risual, that the business has seen, I realised that the new infrastructure would benefit from both a reactive and proactive service solution. risual had already demonstrated their expertise and knowledge of the system and they were a natural partner for us as an ongoing support service provider."



the solution



The Premium Support agreement proposed by risual provides Gallowglass with telephone and email based incident support, which assists with more reactive and time critical issues. Alongside this, risual also offer an “Out of Hours” service for any high severity issues that Gallowglass are unable to support outside of their existing team’s normal working period.



The key to the success of the Managed Service that risual provide to Gallowglass is focused around the proactive support that they offer, such as daily server health checks and 24x7 monitoring. As the IT infrastructure now incorporates Microsoft System Centre Operations Manager, risual are able to use their technical knowledge to recognise potential issues and support the resolution of these as and when they arise.

benefits



In the six months since the start of the Premium Support Agreement, Gallowglass have seen the following:

- - Value for Money. Gallowglass have a reactive and proactive support solution without having to incur costs to recruit in-house expertise.
- - Improved efficiency. The proactive nature of the solution has meant less “downtime” and disruption from the new infrastructure. It has also enabled the internal IT resource to bounce ideas off subject matter experts.
- - Increased knowledge. Proactive monitoring has enabled support response and alerting. The analysis and management information enables them to identify improved efficiencies, potential areas for further improvement and preventative measures.”



"Our Premium Support offering gives clients like Gallowglass the ability to respond to their end users and manage their infrastructure with a level of expertise that would not normally be available to them in-house. Having worked with them throughout the implementation of their new infrastructure, we not only understand the system from a technical point of view, but we are also conversant in their business strategy, so we can provide tailored support based on their specific business requirements."

Alun Rogers, risual

"The great thing about our Premium Support agreement with risual is that I have access to a team of Support Engineers that I can seek guidance from and that know our infrastructure inside-out. I can rely on them to assist me, confident in the fact that their technical competency is excellent and I can even bounce ideas off them and find out about the real world "gotchas" that don't appear in online resources based on their wide experience."

Contact

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