

Television Systems Ltd



TSL (Television Systems Ltd) is the UK's leading independent creator of integrated broadcast systems with an enviable client-base of major broadcasters that includes the BBC, NBC, Five, Setanta Sports, ITN and ITV.

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David Phillips, CEO of Television Systems Ltd

Its highly skilled team expect reliable and efficient information technology to enable them to complete their tasks, whether at TSL's offices in Maidenhead and Marlow, or off-site with a client. To maintain its IT infrastructure - high-bandwidth IP-based connectivity between the two offices, network systems and the IT equipment used in the field by its team - TSL previously used a mix of its own staff, none of whom had formal training in setting up and maintaining business IT infrastructure. Furthermore the requirements of the business did not justify a skilled person to be solely dedicated to these IT tasks.

In the summer of 2007 the decision was made to move to an outsourced model of support for these critical IT systems, however this shift represented a significant cultural change, as David Phillips, CEO of TSL explains: "We did not enter into the decision lightly and spent

many months shortlisting our options, before ultimately appointing ramsac." Phillips adds: "We evaluated each specialist company against each other and looked at how our peers outsourced, and ramsac topped the list."

Once ramsac was awarded the contract they grasped the initiative to streamline the transition, conducting site surveys and a comprehensive IT healthcheck of the network, the devices connected to it and the software applications installed. Paul Mew is Technical Director at ramsac:

"We also scheduled introductory presentations and question and answer sessions with the whole TSL team. This simple step helped significantly in helping to ensure that the team knew how to access their new support service, in helping us to understand how to best help them and to advise TSL's users on how to get the best out of their relationship with us."

One example of how ramsac work efficiently with TSL on a daily basis is managing access to the network, as Phillips illustrates: *"We have 56 full-time employees, however this can scale up to over 100 people either in the office or off-site during busy projects, so it is critical that we are able to add and remove secure network access quickly, ramsac created a simple 'new user' system that means we can permit and restrict access to the network as and when required."*

One of the major benefits cited by TSL is the fact that they now have formalised processes across all areas of their network, such as the backing up of data and a disaster recovery plan, should one or both of their UK offices be compromised. In addition, TSL are quick to acknowledge the quality of the proactive and reactive support and counsel provided by ramsac. This incorporates regular on-site visits from a dedicated ramsac consultant who acts as TSL's network manager, input at a senior management level through ramsac's outsourced IT director to assist with strategy and budgeting and a

dedicated telephone helpline to provide instant access to technical assistance.

Previously, whenever TSL's staff who were responsible for the IT infrastructure were unavailable, often caused by other demands of their role in the business or holidays, TSL would be without any reliable IT support. Today, TSL are reassured that the entire IT infrastructure is fully supported by a team of experts knowledgeable in TSL's network. *"Wherever our employees are around the world, if they are inhibited by an IT issue, ramsac are able to remotely connect to their laptop find the problem and fix it, enabling them to quickly return to the job in hand,"* states Phillips.

Since outsourcing its IT to ramsac TSL have also seen a significant cost reduction. Phillips concludes: *"TSL now have a fast and reliable network and a forward looking IT strategy that keeps pace with the ever changing face of technology. Working with ramsac we have been able to achieve this whilst reducing the costs associated with employing a skilled full-time IT Manager."*