

CGMA GETS RAMSAC-ED

IT SOLUTIONS consultancy ramsac has been chosen by the New Covent Garden Market Authority (CGMA) to manage all of its IT functions.

The decision to outsource IT to ramsac is part of a two-year programme to replace the market's 30-year-old infrastructure with fresh, modern facilities that deliver an exceptional trading environment for tenants and customers.

ramsac is providing CGMA with ongoing IT support, helpdesk and remote monitoring to immediately identify and resolve issues, network management and IT asset management. At senior management level, an outsourced IT director will assist in the development of its long-term strategy.

The appointment of ramsac comes after a full appraisal of CGMA's business processes, IT usage and requirements. CGMA chief executive Jan Lloyd said: "To deliver and maintain a project of this scale, the skills of a large, corporate in-house IT team were needed. However, we were realistic about the associated resource, cost and headache of financing and managing such a department. The obvious choice was to find a company that could be a trusted outsourcing partner."

Following an initial appointment for ramsac to undertake an IT audit and system health check, the CGMA was so impressed it decided to outsource all IT development and support to the team. "As we grow, we will work with ramsac to upgrade the IT to further support the organisation as the business needs change," said Lloyd. "The next step is to assess the use of customer relationship management software and how it could be integrated with our current IT system." ○