



Covent Garden market – deal with ramsac for IT

CGMA chooses ramsac for IT support

NEW Covent Garden Market Authority (CGMA), a government-backed body responsible for the running of the UK's largest wholesale market, has chosen Surrey-based IT solutions consultancy ramsac 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 will 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 follows an appraisal of CGMA's business processes, IT usage and requirements. The chief executive of CGMA, Jan Lloyd, said: 'To deliver and maintain a project of

this scale the skills of a large corporate in-house IT team was 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.'

Initially, ramsac was awarded a project to undertake an IT audit and systems health check. Ms Lloyd commented: 'We were so impressed with the professionalism and quality of support from ramsac that we took the decision to outsource all of our IT development and support to them.'

'As we grow, we will work with ramsac to upgrade the IT to further support the organisation as the business needs change. The next step is to assess the use of customer relationship management software and how it could be implemented with our current IT systems to provide a fully-integrated customer management system for all of our tenants.'