

ANNODATA HELPS CITB WITH MAINTENANCE AND SUPPORT

The CITB (Construction Industry Training Board) has exacting requirements for maintenance and support. The industry body sees Annodata as a partner and trusted advisor in meeting its needs for efficiency.

EFFICIENT AND EFFECTIVE INDUSTRY LEADERSHIP

As a social enterprise, CITB is devoted to building competitive advantage for the construction industry and the people who work in it. The organisation is charged with the task of making sure individuals have the skills to compete for the best jobs and develop their careers, and that companies get ready access to a highly skilled workforce that gives them a USP in their sector.

Efficient and effective industry leadership is of paramount importance, no more so than in times of tough economic conditions. Founded by the government as an Industrial Training Board in 1964, today's CITB brings to bear its research, expertise and experience to set direction and respond to changing needs and demands.



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Over its 50 years, the industry body has never lost sight of the imperative of providing great value for the construction industry by working efficiently and effectively as a leader, and in the way it runs its business while improving services to customers and stakeholders. Maintaining leadership and running as an efficient operation demands trusted technology and IT partnerships. As a customer of Annodata, approaching 10 years – in the area of procurement – the CITB has developed that partnership, which now includes Annodata's state-of-the-art IT maintenance and support.

A COMPETITIVE, RESPONSIVE SERVICE

When the CITB went out to tender for the support and maintenance of its bank of 160 or so HP servers across two sites, Annodata was among those competing for the contract. Criteria for winning came down to quality of service, competitive pricing and responsiveness.

According to Steve Fisher, IS Supplier Category Lead at CITB: "Our Business Plan includes a strong focus on running an efficient business and providing the best services for the benefit of our customers and stakeholders. To do that, we need the best IT solutions and Annodata came up to the standard we look for in our maintenance and support. Not only were they cost competitive, but we also know that we'll be getting a high quality service with the levels of responsiveness we've become used to with Annodata."

He adds: "The requirements CITB places on IT partners are exacting as we're looking for best-in-class solutions. This is no different for our maintenance and support needs. We chose Annodata as our partner because we trusted their ability to deliver the optimal maintenance and support solution for CITB."

FOCUSED ON CITB NEEDS – AS PART OF THE BUSINESS

Within the partnership, Annodata works closely with CITB as a proactive advisor while also ensuring complete responsiveness as part of the business to meet CITB needs on demand. In her role in the CITB's IS Relationship Team, Lesley Bright sees this as a fundamental element of the partnership.

She says: "Right from the outset the CITB was looking for an IT provider that would work with us as part of the business, being totally responsible for, and completely focused on, our maintenance and support requirements. We chose Annodata not just because of their price competitiveness for a quality service, but also because of Annodata's ability to constantly meet Service Level Agreements while being responsive when we need to call for help." Throughout the process Annodata has won the approval of the CITB in delivering its service and has been invited to tender for other CITB contracts.

'APPROACHABLE AND HELPFUL' – WITH NO 'HEADACHES'

For those CITB professionals responsible for IT hardware and infrastructure the process of contacting Annodata is made as easy as possible through the Service Desk. The CITB's Lesley Bright emphasises that this approachability is important to the business.

"I find Annodata very approachable and very helpful. Really the contract runs itself because of the efficiency of the Annodata team. The CITB does not want the headache of IT maintenance and support. Our focus needs to be on running our business for the benefit of customers and stakeholders. So as our IT partner Annodata takes complete care of all our maintenance and servers, supporting the

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CITB's hardware on our behalf. From licensing and legal compliance, to consolidated support agreements, vendor management processes and more, we know we don't need to worry about maintenance."

She adds: "It all runs smoothly. We have never faced any issues with Annodata's maintenance and support capabilities. We work closely with them and have quarterly meetings to talk through reports and performance but there has never been any major issue whatsoever."

'ALWAYS-ON' SUPPORT – WITH ONE POINT OF CONTACT

"One of the major benefits of the Annodata maintenance and support contract is they provide us with the correct levels of support for our various servers. They offer a 24x7 Service Desk, staffed by experienced experts around-the-clock. As a single-point-of-contact the Service Desk manages calls, provides a Service

Delivery Manager for escalation management, as well as dedicated account management. This simple one contact point approach applies end-to-end for CITB, including right through the RFP process.

The CITB's Steve Fisher says: "A critical criterion for us in our maintenance and support relationship was ease of contact. With Annodata we get a single point of contact through the Service Desk, at any time night or day. This is important to the CITB's ability to be an efficient business."



GOING THAT EXTRA MILE

The job of selecting IT partners at the CITB is a rigorous one, involving the evaluation of many proposals against strict government frameworks to ensure the best customer-focused solution. Beyond that is the need to assess the relationship side of the business, choosing providers that will act as true partners to the CITB business.

The CITB's Steve Fisher again: "We need partners that take away the worry of supporting our IT environment so that we have complete peace of mind and can be sure that our 1500 users are kept up and

running constantly. They need the best IT solutions in their work with employers to encourage training, and to help build a safe, professional and fully qualified workforce for the construction industry."

More than that, he adds: "We wanted to be able to call on expertise when we need it. It's a key reason for selecting Annodata for our maintenance and support. We've found a true partner and trusted provider in Annodata and in our business relationship with them the CITB has found that the Annodata team are always willing to go that extra mile when we need it."

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LESLEY BRIGHT, IS RELATIONSHIP TEAM, CITB

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