



Outsourcing

with TDM Group frees Chesterton Humberts to drive merged business forward

Case Study

CLIENT PROFILE

Chesterton Humberts is a leading firm of national and international chartered surveyors and estate agents. As well as offering the best of residential sales and rental properties in both town and country, it is a multi-disciplined practice with integrated expertise in the rural, commercial and professional service sectors.

The firm is the outcome of a merger in January 2009 between Chesterton Global and Humberts. Each company has a long heritage. Chesterton Global has been at the forefront of the property market, especially in London, since 1805. Humberts, founded in 1842, is known for its expertise in all types of rural property, from cottages to castles.

As Chesterton Humberts, the business now has 600 employees worldwide, with offices across the UK and internationally in Europe, Asia, Australasia and the Middle East.

A CRITICAL DECISION

Nearly five years ago, a change of ownership for Chesterton Global was the impetus for a rethink in the management of its IT department. It had previously been part of a larger business with a central IT department. Under the new ownership, an in-house IT department could no longer be justified.

Chesterton Global considered outsourcing options which would achieve the optimum balance of cost and responsive support, with normal service to staff and clients being maintained during the change-over.

Initially, word-of-mouth recommendation had led to TDM Group helping Chesterton Global through the separation from its previous parent company. TDM Group's evident commitment to customer service impressed Chesterton Global, and they were selected as the outsourcing partner.

A SOLID FOUNDATION FOR THE BUSINESS

The business quickly came to rely on TDM Group for technical expertise in many areas, such as hosting, support, strategic systems planning, sub-supplier management and helpdesk support. Users across the business experienced a great improvement in the provision of efficient desktop support.

Today, the relationship is extremely well established and the firm enjoys the excellent service it needs to keep ahead in the highly competitive estate agency sector.

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Robert Bartlett
Chief Executive
Chesterton Humberts

chesterton
SINCE 1805
humberts



Feedback over the years shows consistent delivery of knowledgeable and fuss-free service on a daily basis.

TDM Group also oversees many of the company's IT projects, work which demands a breadth of understanding and enthusiasm to ensure solutions and implementations are congruent with the client's business ventures.

Robert Bartlett, Chief Executive at Chesterton Humberts, values the long-term support TDM Group has provided, "The outsourcing model we operate is cost-efficient and we have technical expertise on tap when required, with flexibility in project resources to match a greatly varying workload. The teams within TDM Group are able to alter the direction of work and projects with great efficacy, in line with the fluctuating demands that arise from our operating in a rapidly changing sector."

He points out, "Importantly, TDM Group's involvement means that our IT manager is free to focus on the wider IT picture, without becoming caught up in general day-to-day issues."

Robert particularly appreciates the way TDM Group responded during a challenging period in 2008: "TDM Group constantly looked for ways to provide us with a more cost-effective service, which enabled us to save money. They've been very adaptable throughout."

Moving to a virtualised solution is a good example of how TDM Group has helped the business to reduce costs.

A SUCCESSFUL PARTNERSHIP

TDM Group's expertise came strongly to the fore during the merger. Against the backdrop of a turbulent market, the move brought together two substantial companies: Chesterton Global had some 390 employees in 23 offices across London; while Humberts had around 2,200 located in 34 offices extending from Truro to Canterbury to York.

"The move was always going to be complex and has taken several months," says Robert. "We looked to TDM Group for help with unifying two completely separate IT infrastructures. Their involvement has been a huge benefit throughout."

He explains, "The team first came up with a very good action plan for bringing the IT together onto a single platform. As the project has gone ahead, they have kept the pain to a minimum and managed the transition in a way which maximised availability on the systems we take for granted but which are critical to our business. These include all our customer relationship management programmes for sales and lettings and our email database."

Summing up the relationship, Robert says, "We've been very pleased with TDM Group's work for us over the years and their focus on delivering customer service to high standards. It's a strong partnership and our fortunes are interlinked. TDM Group always take a proactive approach, ensuring they understand our goals and recommending solutions that help us to achieve them."

THE BENEFITS IN BRIEF

- Flexible IT service delivery in a rapidly changing operating climate
- Freedom to focus on strategic projects, rather than day-to-day IT issues
- Support from a long-term partner with a proactive approach
- A cost-effective, unified IT infrastructure.

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