



Hosted solution

with TDM Group supports Talascend's global business

Case Study

CLIENT PROFILE

It has been a time of great change for Talascend, the engineering and construction resourcing specialist. In late 2008, the company was acquired by US-based Talascend LLC to create one of the world's largest technical engineering resourcing groups, with over 1,100 staff and a pool of almost 300,000 engineering candidates. The combined group now offers its technically diversified international clients the broadest range of services.

Talascend has a strong history in the global automotive industry but for some time has been preparing to widen its scope. This shows remarkable foresight, given the sector's current problems. In the drive to build a resilient business, it has positioned itself to supply those industries with varied services where there is still demand for engineering resources.

On June 1st 2009, EPC Global became Talascend on a global basis.

AN INFRASTRUCTURE TO SUPPORT RAPID GROWTH

Talascend had invested heavily in IT at its formation in 2000, but seven years on its ageing IT infrastructure was beginning to struggle under increasing stress. Rapid business expansion, with new offices opening around the world, exacerbated the problem.

The business therefore looked to refresh its investment in technology. Trevor Burne, previously EPCglobal Group IT Manager and now Vice-President Global IT at Talascend, describes the technical challenge facing the business, "We needed a platform which would take us from 150 users in 5 offices to 500 users in 50 offices, and with a simplified infrastructure. So, for example, upgrading our Microsoft Exchange system was a priority. The version we'd purchased originally - Exchange 2000 - required a server in every office. Since then, advances in technology mean that one centralised server can support multiple offices."

Trevor planned to create a single global IT hub for the business. It was a major leap for the business and he looked for a technology partner who could support him with a hosted solution.

ADDING VALUE WITH TECHNICAL EXPERTISE

Trevor discussed his plans with TDM Group. Top of his list were upgrading to Microsoft Exchange 2007 and introducing virtualisation to consolidate the company's financial and back-office systems into a single hosted solution.


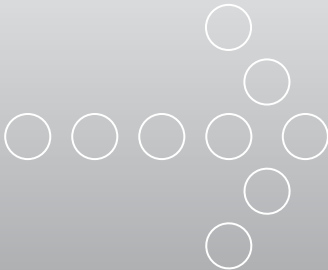
“ The key thing for me is flexibility. No matter how small or large our requirements, TDM Group could deliver and add value in doing so.

TDM Group have been absolutely crucial to the success of all the projects I've implemented in the past eighteen months and I can't praise them enough. ”

Trevor Burne
Vice-President Global IT
Talascend



Talascend
worldwide engineering resources



TDM Group demonstrated their ability to help the business to move forward quickly, as Trevor recalls, "Our own limited IT resources were already committed, and we didn't have NetApp or VMware skills in-house. TDM Group could provide the necessary skills and expertise around these key technologies to help us achieve our objectives. Just talking it all through was in itself a great help".

FLEXIBILITY A KEY FACTOR

It was decided that TDM Group would build an infrastructure and temporarily loan Talascend the hardware, software and licensing required. "They came to the table with an unbeatable offer," says Trevor. "Monthly payments with no capital investment or long-term contract - it was a no-brainer."

The infrastructure created by TDM Group is also inherently flexible. A virtualised environment built using VMware and NetApp products can quickly scale up to add more servers or expand resources such as storage, while allowing flexibility in data usage and allocation.

In reducing power and space consumption, the new infrastructure also reduces costs and enables Talascend to do more for less. All this is especially appropriate for a business which needs to be agile in responding rapidly to changing circumstances.

CONFIDENCE IN THE FUTURE

Coming up to date, the company is now working alongside TDM Group to move from the loaned environment to its own infrastructure. This will still be housed within the TDM Group datacentre. TDM Group has held workshops to provide guidance to the Talascend team on managing the infrastructure, and is always on hand to advise and support.

Several system and applications have been offloaded to TDM Group for hosting. These include its financial and mail applications and an internal bespoke application which provides service to clients in the USA, UK and Asia.

Trevor explains, "We're constantly moving more and more over to TDM Group. I think this speaks volumes about our confidence both in their infrastructure and in the expertise of their people. It's a testament to the service they give us."

Having one facility could pose the risk of a single point of failure, but the business is protected. As more and more applications are moved over, a secondary data centre will support business resilience and ensure smooth disaster recovery should the worst happen.

Trevor describes the continuing relationship with TDM Group, "Whatever I've needed, they've delivered it and are always an absolute pleasure to work with. In my view, they're a great team with great leadership."

The flexibility which Trevor prizes also comes into play in the day-to-day operation of the business. If disk space is running short, for example, TDM Group can provide access to the necessary resources on a month-by-month basis. As he points out, "You just can't put a price on that level of flexibility."

He sums up, "TDM Group have been absolutely crucial to the success of all the projects I've implemented in the past eighteen months and I can't praise them enough."

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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