

# CASE STUDY



SPECIALIST RECRUITMENT EXPERTISE

[fusionpeople.com/about-us](http://fusionpeople.com/about-us)

*"We now have a much better quality IT system which costs far less than the previous one – what's not to like?"*  
Peter Gerrard, Managing Director

## Project Overview

A deteriorating IT system culminating in two separate email outages, each lasting over a week, led Fusion People to instigate a complete overhaul of its hardware and software requirements. Support on the Spot were chosen to manage this complex rebuild:

*"What I like about Support on the Spot is that they are so open and honest – they appreciate that not everybody is a technical whizz kid! I trust them to give us practical advice in easy-to-understand language."*

Peter Gerrard, Managing Director.

*"It's very easy to have the wool pulled over your eyes if you're not an IT specialist – many companies can be very unclear in terms of what they are offering"*  
Peter Gerrard, Managing Director.

Having grown quickly over recent years, both organically and via a series of acquisitions, a full audit of Fusion People's IT system was required to establish which legacy systems were fit for purpose, which were redundant, and which would require upgrading.

This created a time issue for Fusion People, as the company was being advised to urgently replace the IT infrastructure at all of its sites, costing in the region of £200,000 (or £30,000 per annum on a seven-year depreciation basis).

Taking into account its already £370,000 annual running costs, Fusion People was looking at a total annual outlay of £400,000 to operate their existing IT system.

## A better product at a cost-effective price

Fusion People is now confident that it has an IT system which is 'fit for purpose'.

*"I now have a clear handle on my IT costs. I know exactly what I'm paying for."*  
Peter Gerrard, Managing Director.

After the audit, Support on the Spot quoted Fusion People over 30% annual reduction; i.e. £280,000 for a full rebuild and upgrade to suit its needs going forwards.

Fusion People had previously been 'fire-fighting' with its existing IT system. After the project, the company was able to start focusing on long-term planning and strategic requirements.

*"I really appreciate the clarity that Support on the Spot provide in terms of options. For example, what would the risk be if we didn't upgrade a certain component. This means that I can go away and make an informed cost vs benefit decision."*  
Peter Gerrard, Managing Director.

## New visibility and confidence

Support on the Spot have managed to surpass Fusion People's expectations in both its handling of the brief and in its ongoing support and service.

*"The service from Support on the Spot has always been very responsive and helpful. Whenever we've ever needed anything, we've never been let down to date. When I joined, the IT spending was almost out of control – Support on the Spot were critical to bringing that back into line."*

**Peter Gerrard, Managing Director**

Before	After
Poor connectivity with frequent outages	No significant outages to date
120+ servers	15 servers to handle specific tasks (database, exchange etc)
Compatibility issues with bolt-ons	Each with a standby server replica, emergency power back-up and multiple archives
20mbps MPLS network	100mbps fibre optic with secure VPN connection
Planned system improvement upgrade £200,000	System upgrade integrated with the migration project
Annual spend £370,000	Reduced annual spend of £279,000 Completely scalable

## Company Background

Fusion People are a leading independent recruitment organisation, consisting of individual brands, each offering specialist expertise within their core markets of Construction, Property, Engineering, Industrial, Financial Services, IT, and Training.

## Background to the project

Peter Gerrard, Managing Director, joined Fusion People in March 2016, with responsibility for IT infrastructure, marketing, bids and tenders and operations. Hence, a fully functioning, financially viable IT system was fundamental to the brief.

*"Having joined from Michael Page, I was used to a multi-national organisation where all the IT worked efficiently. With IT though, I appreciate that there are a lot of things which go on 'behind the scenes'."*

Peter Gerrard, Managing Director.

## IT support, wherever you need IT

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