



CASE STUDY

Motoring Organisation

Wavenet* supports digital transformation with expert teams

Overview

For well over a decade, we have supported one of the UK's most established motoring organisations by providing a range of IT solutions and services. We host many of their racks in our secure data centres, enabling them to use co-location services and to increase their resilience.

This supports them in delivery of their day-to-day operations, which include providing vehicle insurance, breakdown recovery and vehicle finance services.

Situation

As part of an ambitious digital transformation project, the customer is taking action to equip the business for the future of digitisation. They're doing this by upgrading hardware and software solutions across the organisation, and evolving their service management processes and procedures.

Workstreams of this volume are often time-consuming and require taking team members' focus away from their usual jobs to complete various project requirements. This can amount to extreme pressure on those individuals and departments – something the customer wanted to avoid. However, one of the main challenges an organisation of this size faces is the length of time it takes to identify and onboard the relevant people with the skills required to keep these projects moving forward.

They needed additional experts on hand to support the transformation actions and help manage the workload associated with it.

At a glance

- Wavenet provided additional staff and skilled experts to bolster the customer's IT teams and empower them to meet their own ambitious digital transformation objectives.
- This gave them the flexibility to scale up and down resources and expertise in line with demand, reducing costs associated with the recruitment process.
- Allowed quick turnaround by skipping the usual onboarding/training processes.

Solution

Back in October 2019, we provided the customer with their first Rapid IT Workforce (RITW) resource. This individual was brought in as a Unified Communications Engineer and did such a great job that the business took him on permanently in 2022. By April 2021 it became apparent to the customer that onboarding new staff or the project (which could sometimes take over three months) was not sustainable. Our RITW enabled them to bring in the required skills swiftly as needed - in some instances, within just our or five days. This meant that hold-ups and delays in work were avoided.

We have also worked with the customer to ensure they remain fully compliant with IR35 legislation. Following a thorough assessment, we have supplied them with multiple skill sets including, but not limited to, Project Managers, Business Analysts, Deployment Engineers, PMO Analysts and much more.

Results

Engaging in our flexible resourcing model has enabled this customer to scale its team to fit its current and ongoing business requirements as they change. The quality of both the individuals onboarded and the service provided has led to recommendations across other groups within the business.



[The customer] is now in a very good position with their digital transformation journey, and that progress has been accelerated by the extra support from our specialists. Our Rapid IT Workforce is acting as an extension of their internal IT team in every sense - they all work together really well. Having them on board not only takes the pressure off [the customer's] team, but the extra expertise and capacity means none of their essential 'business as usual' operations have to suffer in the name of progress.

Andrew Locke

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