

Hachette UK



Consolidating five offices and three Apple support contracts with Jigsaw24

When publishing group Hachette UK decided to move all their publishers into one office, it was the perfect opportunity to consolidate their Mac support contracts, too. After a lengthy tender process, Jigsaw24 emerged triumphant, and now provide onsite, remote and project-based support to the group's central London premises.

In a nutshell...

Who are they?

Hachette UK is one of the largest and most diverse book publishers in the UK. The group is made up of several publishing companies and imprints.

What did they need?

Hachette UK wanted to consolidate their existing Mac support contracts into one single support agreement, that covered both day to day support and project-based work, including helping them transfer five offices to a new, central premises.

How did we help?

We provide a comprehensive support and repair service for Hachette UK, including onsite engineers to handle the Apple side of their service desk, phone and email support in case of escalations, installation and configuration of new machines, deployment to desk and more.

What were the benefits?

- More comprehensive, better value support for Hachette's Mac users, from onsite engineers embedded in the Hachette team.
- A team of engineers familiar with the Hachette environment available for cover and times of high workload.
- A single point of contact for all Hachette's team, with additional resource available at peak times.
- Better second and third line support for Hachette's team.
- Managed repairs service for faulty units.
- Strategic advice for key projects.

Finding an IT partner with a depth of Apple expertise

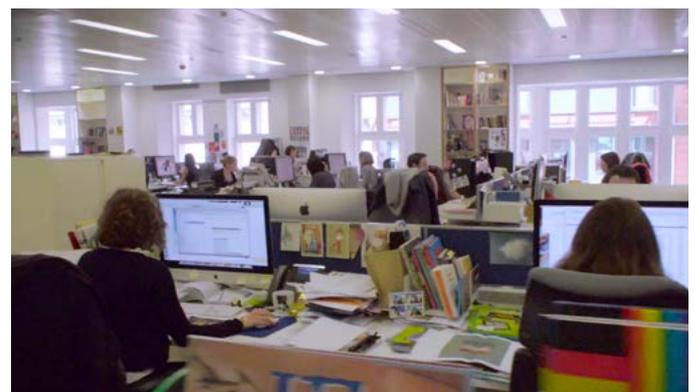
"As a business, we acquire a lot of publishing companies, each with slightly different support in place for their Mac environment," explained Hachette UK's Director of IT Support, Andy Cobb. "As a shared IT function, we're always looking to improve support for all our end users, so in line with our consolidation into a single office, we decided to consolidate our Mac support as well."

While it was important that the new agreement offer better value for money, Andy and the team were also "looking for an organisation who could work with Hachette UK in what we felt was a relatively complicated desktop and enterprise systems setup, and that was a strong cultural fit with ours.

"The key thing for us was the depth of knowledge that Jigsaw24 showed. We were impressed by the calibre of people who were involved in the [tender] process and their responses, and they already looked after customers who were in a similar position to us. The final thing that was particularly convincing was that the onsite personnel would be part of our team but also enjoy being part of the Jigsaw24 team, and the advantages that that gives them in terms of technical expertise to support our users."

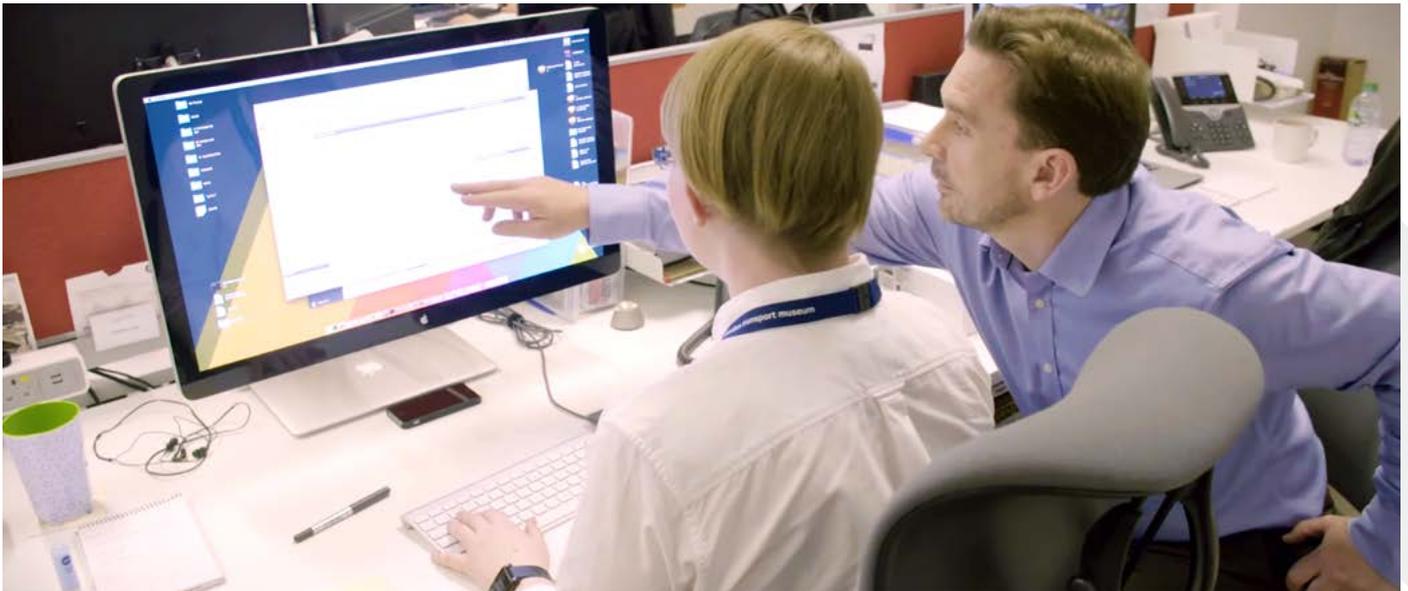
“We needed a company that had a depth of knowledge of Apple, was used to dealing with a mixed environment and publishing environments, and was a very strong cultural fit with not only us, but also with the employees from existing support organisations that would be brought across into this new arrangement. **”**

Andy Cobb, Director of IT Support, Hachette UK



Want to find out more?

Call: 03332 400 100 Email: solutions@Jigsaw24.com Visit: Jigsaw24.com/enterprise



Moving to new premises

One of the first major projects we worked on with Hachette UK was their move to a single, central London premises. The migration was staged over a number of weeks, with 150 new staff members starting at the new location each Monday, and Jigsaw24 were on hand to help Mac users get up and running on their new machines.

“Our Mac population includes our executive community and our designers, who absolutely need their machine working from day one. It was vitally important that when 150 people turn up after a move weekend, they know where they’re sitting, their desk is ready, if there are any small teething problems then there’s someone obvious there for them to talk to and get things sorted quickly. The feedback that we had [about the transition process] was absolutely fantastic across the board and the Jigsaw24 guys were a critical part of that.”

While Jigsaw24 usually provide Hachette UK with a team of three onsite engineers, during the move and other high-demand projects, they are able to request additional engineers to ensure that Hachette’s end users experience the same high level of service.

“There are at least two other guys at Jigsaw24 who we work with, and they’re proactively cycled through our business, so we know them, they know us, they know some of the idiosyncrasies of Hachette’s particular implementation of the Mac technology,” explained Andy. “It also means if we have a critical project, I can pull one of my best people off day to day support and focus them on that, while Jigsaw24 pick up the slack.”

Making sure Hachette UK’s team get the support they need

Under the previous arrangement, the contractors providing Mac support for Hachette UK were often their employer’s only Mac engineer, which meant there was no second or third line support if an issue needed to be escalated.

“I definitely feel that we’ve had some significant challenges [in the last year] and pre-Jigsaw24 we’d have struggled to implement some of these projects as quickly and cheaply as we have done,” said Andy.

“Working with Jigsaw24 means that the guys who work here with us have access to strong technical expertise back at Jigsaw24 HQ, where there are people who’ve done this for other customers and have explored some of the integration challenges before. I know that is really important to the Mac guys here, because they don’t feel isolated or like they’re holding the line on their own; they can go back and talk to someone who has experience with another client or another installation, and that is very important to them.”

Moving forward

Hachette UK are currently refreshing their Mac estate, which “brings a set of challenges that are pretty unique to the Apple product set, because new machines are locked to the latest OS, and we’re not sure if our image management systems communicate effectively with that OS, so we have our best people looking at how we can manage that migration with minimum disruption.”

“We’re mainly a Windows shop so what we ask of Jigsaw24 is that the Apple systems work when we make complex changes to the non-Apple systems,” Andy said. “They’re pro-active, one of the changes we have made on their recommendation is to implement Jamf Pro as a management tool for our Mac estate, which will make deploying new users far easier, among other things. We’re very happy in our choice of support partner. I would definitely recommend Jigsaw24.”

For more information about our onsite support services, get in touch with us on the details below.

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