

News International Ltd

Comprehensive supply, engineering, developmental and support services

News International Limited publishes The Times, The Sunday Times and The Sun. In terms of market share, circulation and reader engagement, their newspaper titles are among the world's most successful. Jigsaw24 has been supplying IT solutions to News International since 2004. As part of News International's recent move to new premises, Jigsaw24 has increased its level of support for the organisation's estate of over 1000 Macs and 500 iPads, with a continued rollout of new technology set to continue over the next few years. So far, Jigsaw24 has provided News International with over £4 million of products and services.

Bespoke engineering and support services

"Jigsaw24 are contracted with News International to provide primary onsite Level 3 engineering support for Mac-based servers, desktops and portable devices. This means we're available 24 hours a day all year round to provide assistance including: Mac OS troubleshooting; system updates; file and application server installation, monitoring, configuration and administration; application package creation and deployment with FileWave, plus relevant support.

“ Jigsaw24 are a key support partner for News International's Technology team – we are working together on a range of IT initiatives as we look to expand our Mac and iPad estate to develop a best of breed, scalable and high-quality Apple infrastructure. We are committed to partnering with Jigsaw24 as we move towards achieving this goal. ”
Chris Taylor, **News International Ltd.**



Working with...

News UK

In a nutshell...

Who are News International?

News International are one of the UK's largest news providers. Their team of over 1000 staff produces The Times, The Sunday Times and The Sun.

What did they need?

Support for over 1000 Macs and 500 iPad devices, as well as help developing proof of concept schemes for initiatives such as desktop virtualisation and mobile device management.

How did Jigsaw24 help?

We provided 24-hour onsite and remote support, responding to any Mac query in under ten minutes. We work with NI's team to develop proof of concept schemes and provide new hardware as necessary.

What were the benefits?

- Responsive, reliable support for all News International's technical queries.
- Ongoing development of their technology offering, allowing them to stay ahead of their competition without overtaxing their technical resources.



"We're very interested in next generation partners, and giving our staff new and innovative technologies to work with on a daily basis. The idea is to catalyse their interest in technology, catalyse their interest in innovation - if we're building iPad apps, our staff should have iPads, so they can understand and engage with our products," explained Chris Taylor, News International's Director of Enterprise Technologies.

"As a large corporate, it's hard to find credible support partners for Apple technologies. Jigsaw24 are recognised throughout the media industry as being one of the first partners who had that strength and depth in the Apple space."

Jigsaw24 have worked with News International on the creation and testing of image builds; the management of existing Mac Client builds; on-going support for incident management, service requests and change requests. For the procurement of new equipment, as well as the storage and insurance of hardware for appropriately timed rollouts, Jigsaw24 also provide a turnkey manufacturer's warranty registration service plus asset tagging and pre-configuration as well as burn-in and soak testing.

"The original arrangement was around the provision of equipment," Chris explained. "We needed a very reliable supplier who we knew could be as flexible as we needed them to be in a fast-moving industry. Once that relationship was established and working well and we were looking into how to put a world-class support wrapper round [our Apple hardware], the obvious choice was to develop our relationship with Jigsaw24. We've been very happy at every stage of the rollout, hence why Jigsaw24 now provide this comprehensive, end-to-end solution."





Continuing development

"Jigsaw24 are collaborating with News International's Technology team on file sharing, portal and infrastructure development, cloud-based backup, mobility and virtualisation. We're also advising on solutions for security, VPN management, the migration of services from Mac servers to Windows servers, end users' data management and knowledge transfer. As part of an ongoing, rolling 12 month developmental roadmap, Jigsaw24 are constantly reviewing priorities with News International's Enterprise Technology team.



“ Our relationship with Jigsaw24 has been really successful and really positive. They have done a number of things to help us move forward our strategy. They work with us on those little innovations that make provisioning Apple hardware for staff a rich computing experience. We aspire to have the best Apple environment outside of Apple, and Jigsaw24 are really helping us with that ”
Chris Taylor, **News International Ltd.**



Video gallery

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