

Case Study - ProZone

ProZone and Quiss a great match - home or away!

Background

ProZone is the leading provider of sports analysis software. They work with many of the biggest names in football in the UK's Premiership and Championship as well as international teams all over the world, where their contribution is seen as invaluable in improving each team's performance.

As pioneers in delivering performance affecting information within sports, ProZone have developed a depth of understanding and a significant insight into the requirements of some of the most innovative and progressive managers in the sport.

Given their area of expertise, ProZone's internal IT requirements are significant and complex and had become a noticeable drain on internal staff resources. With a plan also in place to move the entire business to new premises, it was clear that Quiss' skills and expertise would prove crucial to its success.

In line with a number of business changes designed to allow ProZone to focus on its core activities, Quiss Technology was able to demonstrate that our total IT outsourcing solution would enable ProZone to move forward safe in the knowledge that one of the most important elements of the business would be fully managed and supported by experts.

Solution

One of the key initial advantages of outsourcing with Quiss, was giving ProZone the opportunity to have its IT infrastructure redesigned and replaced to accommodate improved business processes and future needs.

With almost as many servers as staff, Quiss deployed significant resources for the design and implementation of the new infrastructure, including hardware software and networking equipment. The majority of the roll-out took place over one weekend to coincide with the office move.

“Quiss has transformed our IT. No longer is it a constant issue on the management agenda.”

Phil Tordoff - Head of Product Management & Strategy

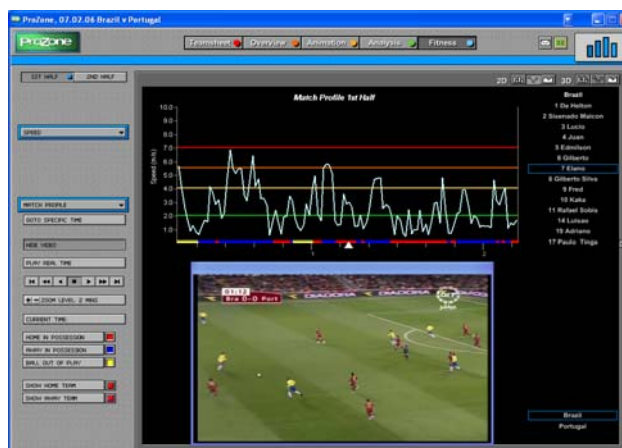
Phil Tordoff adds “As a heavily IT dependent organisation working to 24 x 7 service level agreements, we needed to select an IT partner who could consistently deliver a world-class service.

Our relationship with Quiss could only be described as a partnership that permits us to concentrate on developing our business.

To have undertaken the office move during the football season was something we could not even have contemplated without Quiss' project management and technical capabilities. Quiss staff are excellent and we are always happy to see them in our offices.”

Relocation

The relocation of any business is fraught with potential problems from an IT perspective, but due to the



complexity of ProZone's IT infrastructure this was increased ten fold. The planning process was consequently critical, to ensure that all data on PCs laptops and servers were backed up and retrievable and that every logistical detail was taken into account.

Apart from the normal network services of file and print, exchange and so on, ProZone's requirement to process and store video footage of entire football matches meant that the data volumes were huge on a number of servers requiring a two day marathon of backups, decommissioning, relocation and rebuilding.

A number of the existing servers were completely rebuilt in order to be redeployed with other roles into the new network infrastructure.

The result of a very long weekend of working was that ProZone staff arrived at their new office on the Monday morning, able to log on and continue to work from where they finished the previous week.

Phil comments; "our operations were completely unaffected allowing us to pick up from where we left our work the previous week. The positive psychological effect of the move on all ProZone staff cannot be underestimated and we just couldn't have done it without Quiss."

ProZone's clients were not affected, and the weekend's games were processed as normal in time to have the statistical information available at training on Monday!

Benefits

ProZone can now concentrate on their core activities in the knowledge that they have at their disposal all the resources needed to manage and support their internal IT. Staff who were previously involved in internal IT can now focus on supporting ProZone customers.

Andy Calvert of ProZone adds; "by outsourcing our internal IT we have been able to concentrate on



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supporting our customers and greatly improve the service they receive from us."

Quiss provides full management and administration of the network from adding users to configuring and monitoring back up jobs.

Full infrastructure and user support whether office based or mobile, allows ProZone staff access to the help they need with operating system problems, Microsoft applications or developer level queries as they improve their products.

All internal software licensing is managed and monitored by Quiss and a complete asset list is maintained to ensure compliance.

Given the critical nature of IT to ProZone, a key area of Quiss' involvement is in security and contingency planning. Through regular anti virus updates and checks, back up configuration and monitoring and a comprehensive disaster recovery plan, ProZone can manage the risk of IT failure and interruption to the business.

Phil concludes; "for us, it's great to know that Quiss understand our business and our needs and we look forward to a long relationship with our IT partner."



Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

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