

# Water UK taps into Wavex's Managed Services expertise

Wavex's services ensure a smooth flow of information at water industry association



## About Water UK

Water UK is the industry association that represents all UK water and wastewater service suppliers at national and European level. It provides a positive framework for the water industry to engage with government, regulators, stakeholder organisations and the public to develop policy and improve understanding of the business of water.

Based in London, Water UK employs approximately 40 people and supplies IT services for its own use and its building's tenants. With 35 PCs to support, Water UK's IT focus group could not justify having in-house IT staff.

*"... they had built their systems specifically to handle the issues we face every day."*



## Prohibitively expensive

"It was too expensive for us to retain the IT expertise in-house," explained Ann Bull, Water UK's Services Administrator. "One person could not possibly have the knowledge to supply our needs, and two would have been prohibitively expensive, even if we could find the right people."

Two years ago, the organisation sent out an invitation to tender document for IT support services and the focus group selected a supplier following that process. Whilst it seemed like the best choice at the time, Ann Bull, who had to bear the brunt of any problems, discovered that not all outsourced IT suppliers are the same.

"The servers were always going down and the response when they did wasn't quick enough. It was particularly annoying since I had specifically asked for proactive monitoring so that this didn't happen. The company we selected was supposed to be able to provide that, but judging by the number of times our systems went down, it wasn't. Finally we went out to tender again."



## Wavex recommended

Wavex was invited to tender as a result of a personal recommendation. Ann reviewed responses to the tender document and asked four suppliers, including Wavex, to present to the IT focus group. "Wavex's presentation was 100% better than the others," said Ann. "The other guys were just salesmen. Anyone can do that. We wanted to meet the people who would be doing the work, especially after the bad experience we had had with the previous company."

She added: "We were extremely impressed that Wavex could show the systems there and then – it wasn't just PowerPoint presentations and claims. It was also obvious that they had built their systems specifically to handle the issues we face every day. The icing on the cake was that they were also less costly."



## Proactive monitoring

Wavex introduced its proactive monitoring tool MonX<sup>™</sup> to vastly improve response times and to leverage its broad knowledgebase to provide the full spectrum of IT requirements, from advice to implementation.

"I love the fact that Wavex responds immediately," said Ann. "I can log calls through the Wavex Extranet if I need to, but their people are equally as fast if I just pick up the phone. The fact they foresee issues before they become problems is the key."

“ The fact they foresee issues before they become problems is the key. ”



## Ann's advice

Her advice to other organisations seeking outsourced IT services is to do your homework first. "Make sure the company has enough people, meet the technicians and don't let them blind you with science. Most people want to know that their systems will work and that the technology to provide the service is there."