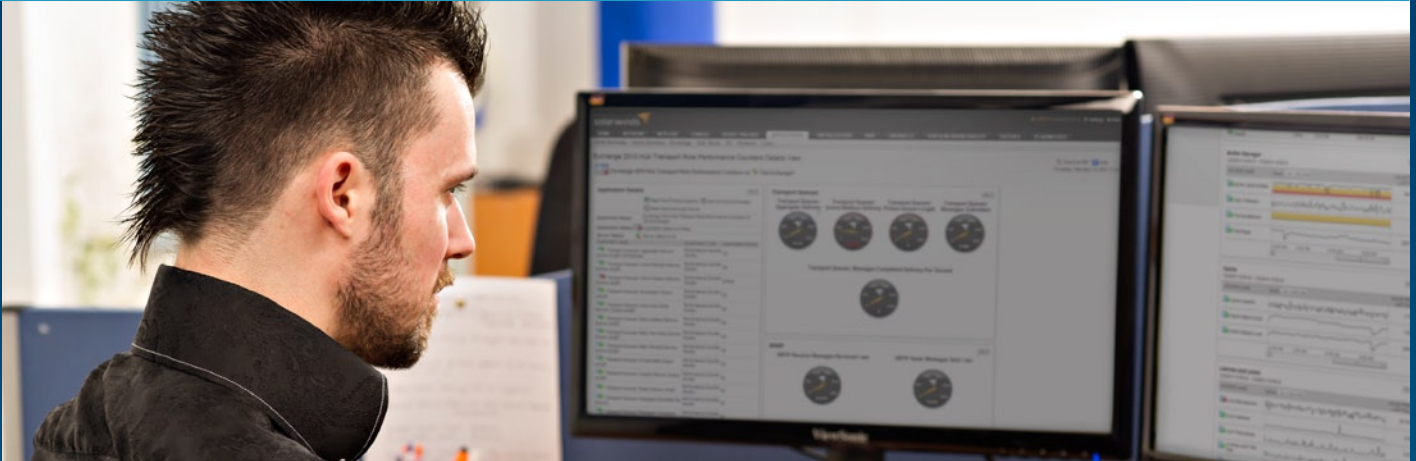


GLOBAL REAL ESTATE FIRM IMPROVES ITS IT ESTATE WITH THE HELP OF PROSPERON



PROJECT SUMMARY



Client

Savills

Industry

Real Estate

Problem

Savills required a solution that would consolidate the tools in place to decrease inefficiency and prevent malfunctions

Solution

SolarWinds

Benefits Summary

- Multiple infrastructure layers under one roof
- Compatible, user-friendly solution
- Diagnostic capability preventing degradation of the service so the business functions and performs as expected
- Provides trend reports allowing to plan for capacity

Client Statistics

- Global real estate services provider listed on the London Stock Exchange
- Founded in 1855
- Over 80 offices in the United Kingdom
- Over 500 offices and associates throughout the Americas, continental Europe, Asia Pacific, Africa and the Middle East

THE PROJECT IN DEPTH

The Client

Savills is a global real estate services provider listed on the London Stock Exchange. It has an international network of more than 600 offices and associates throughout the Americas, the UK, continental Europe, Asia Pacific, Africa and the Middle East, offering a broad range of specialist advisory, management and transactional services to clients all over the world.

The Challenge

Over the years Savills have utilised multiple products to monitor and manage its IT estate. Each department operated and resolved issues autonomously which increased downtime and decreased productivity. Simon Liste, Head of Infrastructure at Savills, understood that this situation had to change. Simon explains, "We were spending too much time on monitoring our estate. The existing solutions were not integrated, so the efficiency was not there." His team needed a product that would replace several legacy solutions, consolidate all tools under a single platform and identify potential issues before they affected users.

Savills is now able to provide improved service to its clients and to regain control of its network functionality. Transition to SolarWinds assisted by Prosperon resulted in a more proactive IT team capable of timely diagnostic, planning and maintenance activities.

The Solution

Simon and his team researched and analysed numerous options to tackle Savills IT challenges. With set criteria for a cost-efficient platform capable of handling multiple infrastructure layers, they opted for SolarWinds integrated solutions. SolarWinds fully satisfied the requirements but needed to be properly installed and customised with training provided to its operators to ensure smooth adoption. To facilitate this transition Savills required a partner that possessed expert knowledge of SolarWinds, understood the specifics of large organizations and provided timely support. Based on the SolarWinds recommendation and interview results, the partner chosen was Prosperon Networks. Prosperon ensured that Savills staff was comfortable with a new product by making on-site visits, holding training sessions and providing instant support. With the help of Prosperon, Savills was able to mitigate the risks of a new product deployment, and to painlessly integrate it into their daily operations. Simon concludes that Prosperon fully delivered to Savills expectations and adds that “Prosperon engineers know SolarWinds products inside out, empathise with the client and understand the frustration that a big change can bring.”

The Results

As a result of the SolarWinds implementation, Savills was able to seamlessly update its infrastructure and consolidate all products under one platform. This enabled Savills IT staff to obtain a unified view and shift focus from maintenance to performance. With SolarWinds providing trend reports, Savills IT staff can now plan for capacity. The integration capability of the SolarWinds solution increases efficiency by conducting diagnosis and fixing potential bottlenecks in a timely manner. Simon notes, “Now pain issues are mediated anywhere from 5 to 10 times faster.”

“I can’t speak highly enough about Prosperon Networks. They have done a great job in helping us to transition and adopt SolarWinds. This undertaking has been a big success and has helped us massively.”

Simon Liste, Head of Infrastructure, Savills

ABOUT PROSPERON NETWORKS

Prosperon Networks: Your Leading IT Solutions Provider

Prosperon Networks are a leading IT Solutions provider specialising in Network and Systems Management monitoring solutions for small/medium and enterprise networks.

Prosperon Networks provides a range of Professional Services to support its portfolio and is recognised as an authority within the UK for designing and installing management solutions from SolarWinds and other leading monitoring brands.

Prosperon Networks markets its solutions across the UK, Europe and EMEA in all major verticals.

- **Focused IT Management Company**
- **Dedicated SolarWinds Services**
- **SolarWinds Training Courses**
- **SCP Backed Technical Support**



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