

Client Case Study

The Challenge

Elis being an international market leader in their sector are reliant on ensuring productivity is unhindered. Having many UK sites ranging in size, maturity and location presents in itself a challenge to maintain their IT infrastructure. Faced with a large programme of development works ahead, they needed a significant volume of remediation work to be actioned in advance. Their requirements exceeded their existing capacity and It was time to seek an external partner with the capacity, capability and above all flexibility to deliver.

Proposal

AJC were introduced by recommendation to Elis on the back of similar successful projects elsewhere. Elis tendered for potential partners and selected AJC to support this programme. AJC's proposal was to ensure they had the same skilled engineers to; build local site knowledge and develop relationships with key onsite personnel. Our goal was for site personnel to embrace the face of IT! This was our plan:

- Audit and map all UK sites for their current infrastructure forming detailed plans with pictures, state of repair and key contact details
- Listen to key stakeholders needs understanding what is working, what isn't and what we are going to do about
- Plan remediation works across sites to resolve defects and bring infrastructure up to date.
- Pave the way for the new SDWan UK roll out to upgrade systems in addition to upgrading the Wi-Fi capability in all sites.

As we gained traction, it was clear to Elis that AJC had done this before and were well organised. After a pilot phase Elis awarded the entire contract to AJC in December 2022.

Outcome

Since 2023, AJC have been supporting Elis across the UK with all their sites. The partnership has moved to a stage where our engineers have access to the Elis infrastructure planning and support systems. AJC plan all activities and update the client in the fortnightly sprints which gives Elis confidence in what's getting done. This of course allows them to focus more on the future too!

Duncan Macmillan, the Elis regional IT director commented "AJC have been a great partner for us. They understood the flexibility we needed and provided trained and skilled resources. They are a core part of our current capability and key to our long-term vision".

Richard Jeffreys, Director at AJC added "the relationship with Elis has grown from strength to strength. With all our clients, the relationship is always built on trust and operating as partners. Elis is another fine example of our commitment to this statement"



Contact us

Lets work together and help optimise your people and IT capabilities

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Our Core Values

-  Innovative
-  Passionate
-  Determined
-  Partnership