

The service management experts

bringing service experts together

Our services include:

- Outsourcing expertise
- Service design and recovery
- ITIL-based best practice solutions for IT service management
- Transition management
- Interim and contract staff
- Project management
- Sourcing service providers

Designing world-class service management solutions and managing complex outsourced selection processes

Businesses are constantly looking to improve the quality of their service management solutions, whilst reducing operational costs and raising the level of customer satisfaction. One obvious solution is to outsource the service, but how do you decide what is right for you and your business?

That is where Continual Solutions can help. We can:

- Save you valuable time.
- Help you be more productive.
- Develop a services strategy.
- Design an efficient service.
- Develop and recruit a motivated service team.
- Improve internal and external services.
- Improve communications.
- Maximise the investment in your suppliers and partners.
- Save you money.

We fully understand the processes required to develop and maintain efficient and valued services to your business. We can also work with you to recover or improve an existing service.

Transition management

We have a range of partners and skills, and can limit the risk to your business when implementing new business systems and running cultural change programmes in your organisation. We provide the necessary tools and procedures to help educate your team on the benefits of a robust service.

Sourcing and service design

We can work with you to analyse your service requirements, as we have a vast amount of experience in designing leading edge solutions for IT service delivery.

We can help you develop your strategy and introduce you to outsource partners. We have experience in running invitation to tender (ITT) and request for proposal (RFP) processes and recommending partners to fit the culture and service requirements of a business.

Resources

The key to the success of any project is ensuring you have adequate resources and access to the right skills. We can provide:

- Staff on a short or long-term contract to cover your service management, service delivery, and project management needs.
- Interim management staff.

We are also happy to work with any existing preferred suppliers to maximise or recover your existing services. To find out more, call us today on **0845 130 8294**.



The BEST model from Continual Solutions — ensuring your service requirements are met

B Build	E Enable	S Service	T Transform
Technical design Service design Commercial/cost model Risk management Services catalogue Outsource third parties Outsourcing advice	Innovation/value log AIR log Transition Contract/schedule Agreement/signature Adoption Tool selection Roles and responsibilities	Recruitment Service processes Contract change Compliance Productive teams Recovery Continual improvement Billing/cost management	Development Cultural change Governance Service projects Service improvement Services renewals
Review		Improve	

The BEST model has been developed to help our clients understand the end-to-end service process. It is one of the tools we use to educate service delivery teams on the benefits of a robust service. We can assess your current service and offer

recommendations as to how it can be improved. Alternatively, we can design a new service that fits your organisation's business strategy. We have the skills to engage with key stakeholders to develop the right service model for your business.

Do you want to find out more about our services and how our BEST model can help your business?

Call 0845 130 8294 now for a free, no-obligation consultation, or visit www.continualsolutions.co.uk

Morgan Sindall plc saves £4 million in the first year after a major IT outsource and migration project

Morgan Sindall plc is a leading construction and regeneration group. It has a national network of offices, employs over 8,000 people and its annual turnover exceeds £2 billion.

In the summer of 2007, the company completed its acquisition of two businesses from Amec plc. Morgan Sindall's existing IT support service needed to cope with an additional 2,000 new users. Continual Solutions was contracted to design a new service and help manage the selection process.

Timescales were tight, so Continual Solutions also successfully managed the existing group IT outsource service during the transition period.

Continual Solutions was responsible for the design of the new service. A review process was undertaken to ascertain the requirements of the major stakeholders and staff.



Continual Solutions created an RFP (request for proposal) and managed the tendering process. Morgan Sindall decided to adopt a shared service model.

BT Lynx provided the main support service while Computacenter Services managed the migration of 2,000 employees by supplying new hardware and software, as well as data migration services.

The migration of the new employees started in October 2007 and was completed in March 2008. The total cost was £6 million, which covered desktop computers, software

licences, a mini hosting centre, communications equipment and consultancy services. The project was a total success.

"Continual Solutions provided clear and concise advice, giving us the confidence to implement an outsourced shared service that delivered considerable cost savings and an improved level of user service."

Jon Murrell
 Group Systems Director
 Morgan Sindall plc