Sequel Business Solutions is a leading, award-winning insurance and reinsurance software specialist, with a Head Office in London EC3 and development office in Malaga, Spain.

Since 1993, Sequel’s success has been built on industry expertise, professionalism and an unrivalled track record for delivering powerful software and high quality services 'on time, on budget'.

Sequel's Eclipse business software and responsive services are driving the growth and success of some of the world's leading insurance organisations - insurers, reinsurers, brokers, MGAs, coverholders and start-ups - operating across the Lloyd's, Companies and international (re)insurance markets.

**Project Summary**

**Industry:** Software development

**Challenges:**
- Need to provide a cost-effective IT support service to the business
- Increased workforce mobility
- Expansion in contract and permanent staff
- Fast-moving business with high volume of IT projects to deliver
- Requirement for specialist external technical assistance

**Solution:**
- System Professional SP Manage IT support services
- Onsite Technical Resource
- Remote help desk service
- 3rd line specialist technical support
- Monitoring and alerting for key systems

**Benefits:**
- Consistent, quality and technically adept onsite IT resource
- Access to highly skilled service desk and 3rd line escalation paths
- Emergency out of hours support
- Peace of mind that mission critical systems are monitored remotely
- Pool of highly skilled Senior Technical Consultants for project work
Project Overview
Sequel Business Solutions (Sequel) had undertaken a process of rationalising their IT support staff in order to focus on their core business activities of developing industry leading software for the London and international insurance and reinsurance market. This led to a requirement to utilise sub-contracted IT resource for onsite support, supplemented by ad-hoc staffing from an existing partner.

This meant I had to start the process of finding a replacement, but this was time consuming and proving difficult to find a resource that was a good fit for our requirements."

As a result of these discussions, System Professional were able to design a service solution that met Sequel's requirements for a skilled onsite resource, supplemented with access to the wider range of IT skills within System Professional's service desk and team of Technical Consultants.

Lucas and the Sequel team also have the additional security of 3rd line support escalation for more challenging and specialist technical issues.

Regular service review meetings are conducted to analyse tickets logged with the service desk, identify trends and to recommend service improvements. System Professional have been able to work with Sequel to streamline many of the support processes in place, including Backup checks and testing which are now performed by the System Professional service desk prior to the start of Sequel's working day. This frees up time for the onsite IT resources to allocate to strategic work and supporting users.

Wayne concluded how "We worked hard to ensure that we built a solid relationship with Sequel prior to the commencement of the contracted IT Support Service. This meant that we had a really good understanding of Sequel's business and were able to design a service that exceeded their expectations."

Lucas agreed and stressed that "System Professional took the time to understand the business and worked hard during the transition phase in an attempt to reduce disruption to our users. They have a great working relationship with the Sequel staff and are now viewed as an extension of our IT team. Their flexible and customer focussed approach ensures they are key partners in delivering our internal IT function. In our experience, when we do encounter serious IT issues they are always responsive and provide access to their consultancy team to ensure our business operations continue."

"Their flexible and customer focussed approach ensures they are key partners in delivering our internal IT function.”
Lucas Burridge, Head of Infrastructure

Wayne Emerson, System Professional’s Commercial Director, met with Lucas Burridge, Sequel’s Head of Infrastructure, to discuss strategic IT planning following a successful re-design of Sequel’s core VMware virtual infrastructure and storage platform.

At this meeting Lucas explained that recruiting contract staff to deliver specific projects worked well initially but had some drawbacks. He was interested in how System Professional could help deliver a more robust, flexible and sustainable model of providing specialist IT resource when needed.

As Lucas explained, "We were very happy with the level of support we were getting from our existing sub-contract resource, but he had informed us that he would be leaving at the end of his six month contract.

Lucas added that "We are a professional business operating in a demanding sector. Our solutions have the highest reputation within the marketplace and therefore our users demand the same quality from the IT systems and services we have in place. System Professional understood this and were able to design a solution that met our technical requirements but also ensured they understood the real needs of our users."