



CASE STUDY

INFRASTRUCTURE & CONNECTIVITY RE-FRESH

COMPLEX IT INFRASTRUCTURE REFRESH, WI-FI AS A SERVICE, LEASED LINE INSTALL AND 8X8 DEPLOYMENT.

Payescape, was founded in 2006, and uses cloud based technology to provide customised online payroll and HR services to business across the UK and Ireland. It has more than has 1,200 clients including McDonald's, Boojum and Ultimate Fighting Championship (UFC).

Payescape expanded its services earlier this year with the addition of PayRun.io. to its portfolio to gain access to a number of new markets and integration possibilities it hasn't seen before. In line with their growth plans the company made the decision to relocate premises earlier this year and that meant a complex move of their entire IT environment and an opportunity to find ways to modernise and improve.

Our team worked closely with both the Managing Director and IT Manager to ensure we fully understood complex business needs and expected timeframes to create, design and deliver a modernised solution to make life better for everyone on the Payescape team. Their objective was to optimise performance, eliminate downtime, improve connectivity speeds, increase security and efficiency and do it all in a cost effective way.

The project was complex and involved both our expert Telecoms and IT teams working together to deliver:

- IT infrastructure refresh,
- Wi-Fi as a Service implementation
- Leased line install
- 8x8 Deployment



STRATEGIC PROCESS

Our teams worked through an extensive discovery process with the client to ensure everyone fully understood requirements. which demanded that critical applications and highly secure financial data was to remain accessible throughout to ensure that none of the 1200 clients worldwide were impacted.

Our teams then met with the customer to discuss and propose solutions and agree next steps. Once signed off and agreed everyone began to implement their defined strategy according to plan.

The OS team remained flexible throughout and adapted to changing situations which became critical to ensuring the project was completed on time, as the scheduled project delivery date was impacted by Covid regulations that no one could have predicted.

Payescape will continue to innovate and develop their solutions and services to ensure they can access new markets and advance their offerings. As industry leaders they understand the importance of implementing technology solutions to ensure they can meet customer expectations increase business performance and deliver positive results both now and for the future.

COLLABORATIVE WORKING

Our Telecoms and IT experts collaborated with global partners and local contractors to deliver increased connectivity speeds, improved security, greater network reliability, enhanced functionality, training for new users, and a future road map for continued success; all within agreed timescales and budget.

The Payescape team now have access to faster and more reliable connectivity, 24/7 support, can connect and collaborate using voice, video, or chat options securely, and a reduction in downtime. All of which is helping to improve both the employee and customer experience.

The OS team developed, engineered and deployed solutions in line with security protocols and Covid procedures working collaboratively with others to deliver results.

RESULTS

*"The Outsource team **worked through every challenge** to ensure the range of IT solutions were implemented to enable us to re-locate to our new premises on time and without hitch, despite all the additional restrictions brought by Covid. They kept in touch with **regular updates** throughout, delivered expert training, and allowed us to remain secure and operational. They have removed the internet speed and performance issues which has **eliminated frustrations** from my team, who are also delighted with the new phone system and all the functionality it delivers. I would **highly recommend** their range of services, the entire project was a pretty **painless experience** and I look forward to developing our relationship further in the future."*

John Borland, MD

payescape
payroll made easy