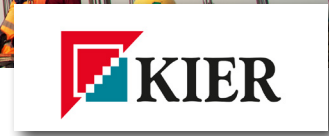




Customer Success Story

Kier



Kier is a leading provider of infrastructure services, construction and property developments. The company has been helping develop and maintain the UK's infrastructure since the late 1940s.

About Kier

The company deploys a range of professional disciplines in civil engineering, construction, mechanical and electrical engineering, information technology and general management, and works in four principal sectors:

- > Utilities – power, gas and water
- > Communications
- > Rail
- > Renewables

Kier has a proven track record of effectively delivering diverse projects and services to a broad base of clients, handling projects either on a traditional contract basis or through full partnering agreements.

The Challenge

With major bases in London, Southampton, Glasgow and Belfast alongside an additional 15-20 smaller project offices in the UK, Kier needed to improve resilience across their existing infrastructure. They also needed to introduce a defined set of SLAs and realise incremental cost savings.

Kier needed an improved IT strategy and to implement best IT practice across their organisation.

Aspire's Solution

Aspire delivered significant cost savings, both from within the IT budget and from other areas of the business. It also identified supplier relationships where additional savings could be made, and negotiated new and improved contracts which provided the same or greater service levels at a reduced cost.

As part of the project, the companies identified an inventive approach to deliver significant savings, while at the same time providing an improved and expanded IT solution for Kier. The firm's day-to-day IT provision was completely outsourced to Aspire and a number of employees were transferred to Aspire at its London office in Elstree.

This strategy resulted in a 30% reduction in IT costs and a 50% reduction in head count for the company.

When Aspire began working with Kier, IT services were typically only available and reliable for 75% of the time, a figure which has now increased to 99.9%.

By ensuring Kier is client-led, process driven and IT enabled, Aspire has transformed the way the company approaches its IT strategy. From a backdrop of small computer rooms across sites, it has developed a highly resilient business application platform delivered on demand in a private Cloud-based environment.

Kier has benefited from a radical transformation of its IT infrastructure and services without any business disruption and with the risks managed by Aspire.

