



# TIG



## CASE STUDY: TRANSFORMING GOLDSCHMIDT & HOWLAND

### **Goldschmidt & Howland modernises its IT infrastructure and improves Client Services with the help of TIG**

Goldschmidt & Howland, a London-based estate agent, prides itself on a long history of providing outstanding service to property owners and prospective buyers. A lot has changed since the company was established in 1888, but its drive to react quickly and effectively to clients' specific needs and challenges has not. When the IT infrastructure began showing signs of age, it became clear that something needed to be done.

"We anticipated we were reaching a stage with the current infrastructure and technology where - if we didn't make some changes and upgrades - we'd be at a commercial disadvantage," said Richard Sice, IT Manager for Goldschmidt & Howland. "Small niggles in the network were causing interruptions, and we were eager to update our ability to recover from a disaster."

For years the estate agent outsourced a portion of its IT support, but Sice still had his hands full supporting five offices.

"We had a number of key projects coming up, and we didn't have the numbers in the IT department to warrant the depth and professionalism we wanted," said Sice. "We needed someone we could trust that had the manpower and knowledge to take all this off our hands so I could focus on the business systems."

### **TIG brings the IT infrastructure into the 21st century**

Goldschmidt reached out to TIG, knowing that the IT systems integrator had proven third-line support and a highly experienced Professional Services team. "We were impressed with TIG's experience. It gave us a fair bit of comfort knowing that they have a long, solid track record of dealing with companies like ours," he said.



### **IT AND CLIENT SERVICES YOU CAN TRUST...**

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**RICHARD SICE**  
IT MANAGER



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TIG audited Goldschmidt's entire IT environment to determine what steps needed to be taken to eliminate ongoing issues of site failures and concerns around disaster recovery. The result was a detailed document outlining current IT assets and how they were working, risks to the business and areas of improvement. Based on this, TIG developed a three-year IT roadmap in order to predict costs for any IT investments needed. Goldschmidt's board of directors appointed TIG to lead the following key projects:

- The consolidation of all data storage onto SAN technology
- Upgrade of Exchange email system
- Virtualisation of all server infrastructure
- Review and upgrade of all networking hardware between all of the agency's sites
- Improve upon the existing disaster recovery strategy

#### **Estate agent and Clients benefit from upgrades**

The most notable outcome as a result of upgrading and optimising the IT infrastructure is Goldschmidt's ability to recover faster from a disaster.

"From a backend point of view we are more resilient in terms of disaster recovery. We have reduced our RPOs and RTOs," Sice said.

TIG also delivered a stable platform to give users a consistent experience with 99.99% systems availability during core business hours. Productivity has improved as a result, and teams are able to deliver a better client experience because they have real-time information at their fingertips.

With the IT infrastructure optimised and modernised for the 21st Century, Goldschmidt & Howland wanted to ensure that the environment was managed from a monitoring and technical escalation point of view, so the board contracted TIG's Managed Services offering. The board chose the technical escalation, which supplies them with a single-point escalation for major technical issues.

In addition to serving as a consultancy and provider of best-of-breed technologies, TIG has become one of Goldschmidt & Howland's key trusted advisor. "TIG is there when you need them, and that's very important to us" Sice said.



#### **REAL-TIME AND IMPROVED PRODUCTIVITY**

**DELIVERY OF A STABLE PLATFORM, GIVES USERS A CONSISTENT EXPERIENCE WITH 99.99% SYSTEMS AVAILABILITY DURING CORE BUSINESS HOURS.**



#### **FIND OUT HOW TIG CAN TRANSFORM YOUR BUSINESS:**

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