

# Burlodge saves over 10K in up-front costs, increases employee productivity by 7% and gains a competitive advantage

## About Burlodge

Burlodge has, since 1990, established a considerable international presence designing and supplying an extensive range of meal delivery products that accommodate hot-line, cook-serve and cook-chill applications, primarily for the healthcare, education and corrections sectors. Learn more about Burlodge at [www.burlodgeca.com](http://www.burlodgeca.com)

## The Challenge

In the summer of 2013, Paul Gauntley, President of Burlodge Canada and more recently of Burlodge U.S., began seeking some form of consolidation of IT Services in general, but also of team communication to make his life easier and to ensure that standards could be created, monitored and upheld. According to Paul, "It was critical that I removed duplication in communications as much as possible and allowed leveraged thinking to thrive. I was looking for a solution that would allow both teams to collaborate more freely and effectively. I had used Dropbox to facilitate some sharing of information but I was concerned about versioning and security." Paul's other issue was that his Exchange Servers at both offices were due for replacement so he had to decide whether to invest in new Servers or go to the cloud.

From a general Managed IT Services perspective, BSC Solutions Group had been supporting Burlodge Canada since 2002 and submitted a proposal to include management of the IT needs of the U.S. office ; this became effective in January of 2014.

## About BSC Solutions Group Ltd.

BSC offers a single source for all your IT needs . Located in Brampton, Ontario, BSC Solutions Group Ltd. has been serving customers in the Greater Toronto Area since 1969 . Visit us at [www.bscsg.com](http://www.bscsg.com)



## Criteria for Team Communication Solution

"We needed to find a solution that was familiar to everyone" says Paul. "We needed to find an all in one solution (parts of the solution needed to fit well together). I wanted the solution to bring us together and not drive us apart. I wanted the solution to be easy to implement but understood that some training and set up would be required and so at every turn I asked what support I could get from various suppliers."

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**Paul Gauntley, President**

## The Search

When the search began, says Paul, "I asked others (peer groups) what they were doing. I searched the Internet to see what options were available. I watched You Tube Videos and reviews of various solutions. I tried some ideas using free downloads and trials. I concentrated on collaboration type software and document management storage solutions. What rose to the top was Google Apps which appeared to be modern and hip and was being talked about; but the user experience seemed to be such a departure to what my team was used to, and confident in (Microsoft). The cloud worried me but I soon got over that fear when I started doing ROI reviews on Cloud Computing versus hardware investment. Microsoft Office 365 wasn't being talked about as much at that time, but Google quickly dropped down my list once BSC Solutions Group introduced the merits of Office 365."

## The Transition

“The transition was phased and went well,” says Paul. “The key was to have a good partner alongside like BSC who were able to compartmentalize all of the aspects and help determine when to invoke each segment of the plan. Add good planning with good feet on the street (the doers) and you have a recipe for a Smoothie – a cool and very smooth transition that is made up of logical chunks of doing...not too much and not too little.”



The steps of the plan were:

1. Conduct a full review of the desktops to ensure all operating systems were updated.
2. Office 365 Hosted Exchange Mail cloud set up and migration.
3. Ensure all mobile devices are synchronizing with Microsoft Hosted Exchange.
4. Implementation of Microsoft One Drive for Business and move of documents, eliminating the use of Dropbox. Now Mail and One Drive were linked.
5. Assist in development of SharePoint Sites. Consult on creation of a map of what SharePoint was to look like. Create the skeleton file tree, site pages and document libraries, etc.
6. Training sessions.
7. Implementation of Yammer.



Paul comments, “If we want some changes to SharePoint BSC will help us. From the start we were a team that were excited at getting this entire system up and running. The staff were scared, but BSC helped with training. The Yammer start up brought the team together and continues to be our own company-wide ‘facebook’. I think we have experienced some growing pains with the mobile applications but Office 365 was young when we started so today it is much better. We have also experienced some network slowdown connecting to the Internet and will be upgrading our Internet connection so the cloud computing will work faster. BSC has been a big help with letting us know our options for Internet connectivity.”

## Benefits

“We cancelled our US-based IT Support contract and hired BSC to handle both USA and Canada under a consolidated contract, which has saved us some money.”, says Paul. “Best thing ever. We have a tighter team now, less time is spent repeating information. As President, I do a weekly BLOG now that is posted in SharePoint. As a company we use YAMMER as a social network. We have had such incredible up-time with Office 365 and the benefits of being able to connect using any computer from anywhere is huge.”

Other benefits, according to Paul are:

- > They spend \$1,000 more CDN each year in operating costs but saved over 10K in one time server upgrade costs and these server upgrade costs would only reoccur each couple of years as technology advances.
- > Employee productivity has increased by 7% since they introduced Office 365. This is measured by a reduction in repetitive tasks between countries. They share more now. They collaborate more now.
- > Customer Service has improved. They can search for client information more easily. They are developing new approaches to filing and arranging client information now. They were never able to do this before.
- > Burlodge has gained a competitive advantage with by far the fastest response time. Clients have greater confidence in them. Moreover, their sales team can grab the most up-to-date Point of Sale information ...they all go to one place to get it. They can get it anywhere they are in the world.

When asked if he would recommend BSC Solutions Group to his peers, Paul is quick to respond, “of course!”

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