

# Crown Jewels Consultants Ltd (CJC) achieve optimal customer service with move to Microsoft Office 365

bluesource helps CJC improve collaboration and communication by migrating to Microsoft Office 365 providing Exchange, SharePoint, Skype for Business and Yammer. This results in more structured information management across the business and drives the best customer service.

## Summary

- To support its rapid growth, from a regional to global business model, CJC needed to deliver consistent and optimal service across the business.
- This required improved access to global customer information and better communications throughout CJC, as well as guaranteed service SLAs, to assist its 24 x 7 customer support.
- bluesource helped architect and transition CJC systems onto Microsoft's leading-edge Office 365 platform to deliver Exchange, SharePoint, Skype for Business and Yammer.
- The guaranteed support SLA provided by Office 365 was critical to maintaining business performance, not achieved through their previous suppliers.
- The new platform is improving customer service by reducing the time to solve issues, cutting IT support costs – whilst delivering the scalability for CJC's growth.



“The bluesource team were great to work with and provided a compelling combination of business expertise and technical competence, with real development agility that made the project a major success. They really are a brilliant IT partner.”

Peter Williams, Director of Operations, EMEA at CJC

CJC is a leading consultancy providing financial technology consultancy and managed solutions for the financial sector. With offices in London, New York, Hong Kong and Singapore, CJC supports client operations across all time zones, delivering 24-hour support, 'follow the sun' technical services that meet the needs of today's always-on financial markets.

## The challenge

CJC is a rapidly expanding business, with 4 offices, located in London, Hong Kong, New York and Singapore. The company is moving from a regional to international business model and is driving global customer service to an optimum level. However, the company's business operations have been complicated, as not

all customer information was easily available across each office, impacting customer service levels.

Key CJC priorities involved improving access to global customer information and communication systems, to assist their 24/7 technical services customer

support - as well as stabilising and improving its core business systems. CJC required a new platform to enable better collaboration, communication and more structured information management, across all offices, provide future scalability and reduce on-premises hardware.

## The solution

After completing a CJC cloud readiness assessment and listening to user feedback, bluesource advised that a cloud based-solution was most appropriate and recommended Microsoft Office 365. As well as being highly cost-effective, this cloud approach flexes with CJC's growth, removes the worry of management, upgrades and support - delivering a robust and secure technology solution. The Office 365 solution consisted of; Exchange, SharePoint,

www.bluesource.net and Yammer - all configured to meet CJC's requirements. CJC's Active Directory remained on premises and is managed by bluesource. A key success factor of this project was bluesource's use of "agile" consulting to swiftly implement the solution, employing an iterative process that flexed with user feedback. bluesource also delivered training, assistance with user adoption, ongoing system management and support.

bluesource's approach was really refreshing, as they offered new, innovative ideas, positively challenged us and ensured that all proposed new technologies were a perfect fit for our needs and would save us costs.

Peter Williams,  
Director of Operations, EMEA at CJC

We are delighted with Office 365. It's so cost effective and adaptable - helping our global teams to easily manage information, simplify process and effectively collaborate. We also have better control of our IT environment, which is a bonus.

Peter Williams,  
Director of Operations, EMEA at CJC

## The benefits

- The Office 365 platform supports CJC's growth, delivers scalability, improved communications and accessibility.
- Improved customer service by providing swifter access to all relevant information helping resolve issues around the globe.
- Reduced CJC's overall IT management and support costs.
- Made finding and sharing information across the business, easier, faster and more efficient.
- The transition for the users has been rapid and painless aided by bluesource's user adoption programme and the familiarity of the Microsoft Office suite offering anywhere, any device access.

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