

CASE STUDY:

APPLICATION MANAGEMENT SERVICE

Customer: Premier Foods
Sector: Food
Employees: 4,000

CUSTOMER PROFILE

Premier Foods operates primarily in the ambient food sector which continues to be the largest sector within the total **£179.1bn** UK grocery market. Our Grocery business is responsible for developing our portfolio of brands in four key categories: Flavoursings & seasonings; Cooking sauces & accompaniments; Quick meals & soups and Ambient desserts. Our Sweet Treats business is responsible for growing our brands in the Ambient cakes category.

ISSUES FACED BY PREMIER FOODS

- Delays in requests being serviced within PFL, often several weeks.
- Internal confusion about who paid for the application work, reluctance from the business to cover these perceived IT costs.
- A burden on PFL Business Managers to manage the process of getting a new application.
- Software manually installed on an ad-hoc basis by desktop support, resulting in inconsistency and potential licensing problems.

For Premier Foods, with more than 4,000 staff across 15 UK sites, the task of managing the applications was complicated, time consuming, and frustrating for users. With our Managed Application Service, the business can now provide an agile, cost-effective and easy to consume service to ensure users get access to the tools they need to effectively do their job

THE BUSINESS CHALLENGE

While Workspace IT previously provided an application packaging service to Premier Foods this was provided on an ad-hoc basis using the following process:



THE SOLUTION

To address the challenges outlined above, Workspace IT worked with Premier Foods to provide a Business as Usual (BaU) Application Management Service where responsibility for application packaging lies with Workspace IT.

The main change was to make clearer lines of responsibility and simplify billing by outsourcing the whole application packaging, testing and management processes to

Workspace IT for a **fixed monthly fee**. This removed the burden of application management and billing issues from Premier Foods and now provides a single point of contact for the maintenance of existing software and the introduction of new software into the environment.

NEW SERVICE

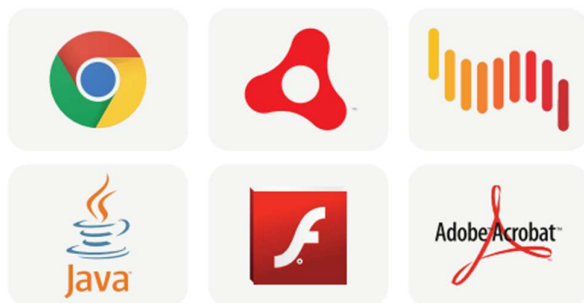
The service covers all business as usual application requests and is summarized as;

- Ad-hoc new applications introduced into the business.
- New versions or upgrades to existing applications.
- Service packs or hotfixes for existing applications.
- Regular updates to Common core applications

CORE APPLICATIONS

During the service design phase, it became apparent that the Premier Foods application portfolio contained some common applications that were regularly updated by the vendor to provide appropriate protection against malware threats, viruses and other vulnerabilities which could adversely affect the security of internal systems.

As part of the managed service, Workspace IT now updates each of the following applications to the latest released version on a regular basis.



SERVICE BENEFITS

The benefits of the Workspace IT Application Management Service include;

- A single annual or monthly fixed fee for business as usual packaging services.
- The security of knowing that potentially vulnerable common applications are regularly updated to the latest version.
- The flexibility of having unlimited service requests; all BAU requests are processed by Workspace IT.
- The simplicity of Technical and Commercial Processes which have been streamlined with Workspace IT assuming responsibility for the application delivery process.
- The Technology Independence that comes from knowing that should Premier Foods decide to switch platforms or technology, this will be supported under the existing service.

"Since moving to the application provisioning process with Workspace IT we have been able to offer a greatly improved service to our customers and increase the capacity of the team to focus on other deliveries. Workspace IT fully understand our environment and how to interact with our users. They are an extension of our internal team and are highly experienced. Applications are now delivered faster and our users are kept well informed of progress along the way."

Matt Hutchings – Technical Delivery Manager – Premier Foods