Case Study

autodata

Enabling the optimum Enterprise solution springboards the UK's leading courier business into the Cloud

Client Profile

CitySprint is the UK's leading same day distribution network with 40 local service centres and over 900 employees. They have over 5,000 self-employed couriers and provide flexible, reliable and cost-effective courier and logistics solutions.

Founded in 2002, CitySprint started providing courier services across London, but have since expanded to operate in all major mainland UK conurbations and are able to reach over 87% of UK within 60 minutes.

With technology such as their MyCourier app lying at the heart of their business, CitySprint invests significantly in market-leading IT infrastructure and solutions to offer complete transparency, reliability and leading customer service. This consistent investment has helped drive their growth across all business sectors.

Client Testimonial

66 Autodata certainly proved themselves a worthy partner for the provision of our hardware. Within days they had put options on the table for how best to license CitySprint's fragmented estate in a more manageable, proactive and most importantly, cost effective way.

Having taken the time to properly understand our business and current issues, we were able to kill two birds with one stone. A successful Microsoft trial enabled us to migrate to an "always up to date" Office platform that is extremely beneficial to our business and user base. Great advice and guidance throughout, for which I am truly thankful. 99

SIMON PARSONS
DIRECTOR OF IT - CITYSPRINT

Business Need

With a range of technology needs of varying complexity, a business experiencing constant growth, and a focus on delivering flexible and scalable long-term solutions, CitySprint works with a number of different IT-service suppliers. Autodata started servicing CitySprint with IT hardware after which discussions soon progressed to exploring potential solutions around upgrading their existing on-premise Exchange server, alongside the consideration whether to keep it in-house or go to the Cloud.

This in turn led to a much wider discussion about CitySprint's Microsoft Licensing platform. At the time, their 550+ users were spread across several different versions of Microsoft Office, which was proving increasingly complicated to manage; their software licences were on a Microsoft Select Agreement, which Autodata identified - in conjunction with their upgrade requirements and business aspirations - was not providing them with the optimum licensing solution in terms of cost/operating efficiency; and at the same time, CitySprint was considering a separate email archiving solution.

Solution

Autodata's dedicated in-house Software Licensing Specialist met with CitySprint's Technical Architects to collaboratively determine the best forward-looking solution for their needs. The key advantage of their existing Microsoft Select Agreement was the ability to purchase software licenses as and when needed.

Our Specialist highlighted the compelling benefits of a potential switch to Microsoft's Enterprise Agreement (EA). However, with a number of different licensing options available under the EA banner – across Perpetual, Subscription and Office365 options – it was crucial that CitySprint were well advised and assisted in selecting the optimum solution for both their present and future needs.

We explained the pros and cons of all three options, presenting cost comparisons and six-year projections, and recommended the Office365 Enterprise Agreement (EAO365) as a convenient, flexible and cost-effective way to license both on-premise software and cloud services. With a single EAO365, CitySprint could gain flexibility to choose software and cloud services for different types of user and deployment scenarios, optimise technology spend to fit its IT and user needs, and streamline software asset management across all Microsoft purchases.

Working in partnership with our accredited LAR, Software One, Autodata held a workshop with CitySprint's IT team to complete the assessment of their needs and refine their requirements. During the course of this session we covered the various benefits of Exchange Online in detail, including the simplified server management, integrated email storage with 50GB mailboxes per user, and Office Pro Plus multiple-device entitlement. By the end of the workshop, CitySprint had decided to proceed with an Exchange Online trial.

ICitySprint started testing Exchange Online – initially implementing it among a sample of 25 users across different business functions, from Helpdesk and Sales right up to the CEO. For CitySprint's IT team it was imperative to confirm that the solution would work for their business before it could be proposed to the company's Board of Directors. Once the test was successfully completed, the next step was a discussion with CitySprint's Microsoft Business Manager around pricing.

Finally, with test results and pricing in hand, Autodata met with CitySprint's IT Director to really drill down into specific details, and identify which licences to add at signing, thereby fixing their price for the agreement's term. Since the introduction of EAO365 would constitute a companywide culture-change for users, the full proposal needed to be sold back into CitySprint's FD and CEO in order to authorise and generate the purchase requisition.

At A Glance Summary

Industry Sector:
Logistics & Supply Chain

Company Size:
£172m turnover (2017); 900+ users

Autodata Service Provision:

Microsoft Platform Products

• Core CAL Bridge for Office 365

• Office 365 Plan E3 (core users)

• Office 365 Plan E2 (peripheral users)

Microsoft Applications

• Project Pro for Office 365

• Visio Pro for Office 365

• AutoRoute Euro

• MapPoint

Microsoft Servers

• SQL Server Standard Core Edition

Benefits

Autodata successfully signed an agreement with CitySprint for 550 users, which within eight months had increased by another 75 users, proving the efficiencies and flexibilities that the EAO365 could provide.

Under their three-year Microsoft Enterprise Agreement, CitySprint have rights access to all new versions as soon as they're released, enabling them to license the full breadth of Microsoft Online Services including Office 365. This offers cloud versions of Microsoft's most trusted communications and collaboration products with the latest version of the Office suite, and all other server and application licences added to the agreement.

The EAO365 option offers a lower initial cost based on a three-year subscription, and the ability to increase or decrease subscription counts on an annual basis*. This ability to grow or downsize subscription counts provides obvious benefits for an organisation like CitySprint expecting significant fluctuations in workforce size and IT requirements. As the annual price-per-licence budgeting feature of the EAO365 is predictable, software technology costs can be forecast up to three years in advance, and payment is due only once a year on the enrolment anniversary date.

Over the life of an EAO365, you can equip additional hardware, devices, or users with software and online services you've already licensed, and then account for these changes through an annual reconciliation process known as "True-Up". If you have an enrolment with an Enterprise Subscription program this process is known as an Annual Order, through which you can increase or decrease your licence subscription counts. Because you need to place only one order per year, this streamlines the procurement process and reduces the amount of time spent managing licences.

Through the implementation of Exchange Online, CitySprint benefits from instant scalability and accessibility, with cloud-based email archiving and up to 50GB email accounts per user, reducing the need to worry about storage or additional growth, and removing the need to physically look after an on-premise Exchange Server.

* NB: unlike a standard Enterprise Agreement Enrolment where perpetual use rights are retained for the licences purchased, subscription programs enable access to Microsoft software only for as long as the subscription is maintained - unless a program buy out option is exercised - so the decision to switch must be balanced with careful consideration around the appropriate fit of the package.