



MANAGED SERVICES CASE STUDY

ultima

FREMANTLEMEDIA 

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200 DIFFERENT TERRITORIES

10,000 HOURS OF PROGRAMMING

20,000 HOURS OF CONTENT SALES

28 OPERATING COUNTRIES

45 DIFFERENT FORMATS

350 PROGRAMMES A YEAR GLOBALLY

FremantleMedia is one of the largest creators, producers and distributors of television brands in the world. It is responsible for many of the world's highest rated prime time entertainment, drama, factual, kids & family and digital programming, with capabilities that extend from content creation to licensing, branded entertainment, gaming and home entertainment. The FremantleMedia Group comprises global divisions including International, Drama and Entertainment Development, Kids & Family Entertainment, and Digital & Branded Entertainment. The company has an outstanding global network with operations in 28 countries, creating over 10,000 hours of programming a year, rolling out more than 45 formats and airing 350 programmes a year worldwide. The company also distributes more than 20,000 hours of content in

over 200 territories. FremantleMedia has some of the world's most famous and long running formats in its catalogue, and globally produces such programmes as: Idols, Got Talent (co-produced with Syco in the UK and the US), The X Factor (co-produced with Syco in the UK and the US), Take Me Out, Family Feud, The Price is Right, Farmer Wants A Wife, Gute Zeiten Schlechte Zeiten, Wentworth, Neighbours, Generation War, Grand Designs, Project Runway, Tree Fu Tom, Strange Hill High, Munchies (with VICE Media) and Full Time Devils. FremantleMedia is part of RTL Group, the leading European entertainment network, which is in turn 75.1 percent owned by the international media company Bertelsmann. www.fremantlemedia.com

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HISTORY

Ultima's initial engagement with FremantleMedia came in 2010 when it won a contract - against seven competitors - to migrate the company's email platform from Lotus Notes to Microsoft Exchange with Enterprise Vault archiving. Having successfully completed the email migration project to the client's satisfaction, Ultima was in prime position to replace the incumbent supplier when invited to bid for the managed IT support service contract.

OBJECTIVES

- Establish the costs of providing a managed IT support service
- Identify what aspects of the service might be covered in-house and via an outsourced supplier
- Improve the quality of user IT support
- Closely align FremantleMedia's IT administration with its business requirements
- Ensure that the organisation's software was kept up-to-date at all times
- Ensure coordination of in-house and outsourced IT support to improve efficiency and security

In September of 2012, Ultima was duly awarded a five-year contract to provide FremantleMedia with its managed IT support service. With around 2500 users globally, this is now the company's flagship managed service contract and involves virtually every aspect of its extensive services portfolio, which is based entirely on best-practice.

Ultima ascribes its success in winning the contract to its proposed method of delivering the managed service for instance, to address certain existing pain points, it proposed moving aspects of the service back to the UK for tighter control. Ultima took a proactive approach and quickly grasped the true business needs of FremantleMedia; the company

was also determined to provide an improved bespoke outsourced service. Ultima's previous track record during the Exchange migration project and its drive toward continuous improvement of the service impressed FremantleMedia.

“ Their initial engagement for the email migration project helped them prove their capability. It enabled them to demonstrate their ability to fit with an organisation of our size with around 1200 users in the UK. What we've found with large service providers who are used to servicing huge corporate customers is that we tend to lose our individuality - we struggle to fit into their processes. We needed to work with a supplier like Ultima Business Solutions who would help us create a set of processes that suits our size of organisation. ”

Operations Director
FremantleMedia



WHAT DO WE DO?

HEALTH CHECKS

As part of its commitment to proactively upgrade FremantleMedia's software to the latest versions, Ultima performed a number of health checks on key systems within its existing estate, including Active Directory, Citrix, SQL, VMware, storage and quality assurance of its disaster recovery process. The output of these checks, in conjunction with Ultima's licensing team, helped define a strategy and project schedule.

OFFSITE SERVICES

In addition, Ultima delivers a first line 24x7 Service Desk. This ensures users have round-the-clock access, seven days a week, to specialised support personnel to resolve IT problems. Alongside more traditional telephone troubleshooting, remote control sessions can be initiated to ensure speedy resolution of client problems, backed by experienced consultants and where necessary, vendor escalation.

SERVICE DESK RELOCATION

The FremantleMedia service desk was redirected to Ultima's 24x7 ISO27001 certified Technical Support Centre (TSC) based in Reading, with call capture and tracking performed through its established CRM and service desk tool. Seamless to users, this changeover now enables them to track calls online and to reference and resolve tickets.

ANALYSIS AND REPORTING

Ultima delivers a monitoring and management service. This provides real-time analysis of FremantleMedia's IT server infrastructure, underpinning its business critical applications. We use agent-based technology to continually identify and alert against issues, as well as proactively address system failures; while providing detailed reporting on key thresholds to help ensure service stability.

EFFICIENT TAKE-ON

Designed to be transparent and non-service affecting, Ultima's Managed Service take-on methodology quickly integrated the FremantleMedia infrastructure under the TSC's management umbrella within the required timescales. Furthermore, Ultima technical consultants and engineers were on hand to ensure information continuity within the TSC and adequate availability of resource during the solution take-on.

ONSITE SERVICES

Second Line Support is now delivered by a team of four staff based on site at Stephen Street whose main role is to resolve client problems related to physical aspects of equipment; to liaise with the Service Desk and escalate resolve client problems within office hours; and to carry out day-to-day 'business as usual' activities, such as user admin, backup media handling and server infrastructure related call escalation.



WHAT DO WE DO?

ONGOING PROJECTS

In line with its commitment to proactively upgrade FremantleMedia's software to the latest versions, Ultima's Enterprise Architect continually monitors the estate and where necessary, recommends relevant infrastructure and service improvements as separate projects. Ultima also uses specialist consultants to carry out a range of services, including an annual security review and disaster recovery tests.

THIRD LINE SUPPORT

Ultima's capabilities and skill sets have brought much to the table in terms of the day to day management of FremantleMedia's IT infrastructure and applications. The company is now largely responsible for managing and monitoring the client's Microsoft estate, as well as software from other vendors.

"This has involved our staff in skilling up in some areas where we perhaps didn't have specific customer experience - for example, Good

VENDOR MANAGEMENT

Ultima works very closely with FremantleMedia's vendors, in particular BCE, technical services specialists in television, radio, production and postproduction, who provide internal resources for FremantleMedia's parent company RTL and manage FremantleMedia's physical IT hardware. "There is a very clear line in the sand over what each of us does and this has been refined over the past 18 months," says Danny, Ultima's Managed Service Business

Technology, Apple support and Enterprise Vault from Symantec as a managed service," says Danny. "With FremantleMedia as our driver to deliver a rounded service, we've quickly brought ourselves up to an accredited industry standard in each case.

"The fact that we're prepared to take on new services because it's suitable for their business, I think says a lot about our flexibility and willingness to go above and beyond. It differentiates us from the large, global service providers who offer only a very

Manager. "As with the client's other vendors, we've developed a kind of symbiotic relationship with BCE over time. From the users' perspective, it means we deal with any pain on the applications side, while FremantleMedia has a single point of contact through Ultima."

rigid service into which customers are expected to fit.

"With FremantleMedia, we make sure we have understood each requirement and then built a service around the client and their applications in a structured manner and customised to their needs. At the same time, this diversifies our offering and helps us grow as a business because we can add new services to our portfolio."

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ASIA PACIFIC

- Australia
- India
- Indonesia
- Singapore

THE AMERICAS

- Brazil
- Mexico
- Latin America
- North America

EUROPE

- Belgium
- Croatia
- Denmark
- Finland

- France
- Germany
- Italy
- Netherlands

- Poland
- Portugal
- Spain
- Sweden

- UK



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WHAT WE SAY

“ We worked very hard at being personable and ensuring it was no longer a ‘them and us’ scenario between our Second Line support team and FremantleMedia staff. For instance, we did a lot of work with the business to ensure that they understand how to log calls and the fact that it needs to go back up through the Service Desk.

Our team has developed a very good relationship with the personnel on site and to make sure it stays that way, we regularly conduct customer satisfaction surveys among staff.

The feedback indicates that our guys will always go ‘above and beyond’ and that they routinely chat to staff about their requirements and then feed that back so as to continually improve the service and add value. For example, they will sit down with production heads when they are going into studios and discuss their requirements and any potential problems. ”

Jo
Account Director
Ultima Business Solutions

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“ As a service organisation, I believe you should never say ‘no’ to users. Ultima’s ‘can do’ approach quickly gained the approval of our users by creating an atmosphere of proactivity and support. They immediately made us feel we were an important customer and it’s reflected in the way we’re treated; they’ll invariably escalate any issues within their own teams in order to push requests to the right level of manager.

Not least, they are never afraid to ‘think outside-the-box’ in their drive toward continuous improvement.

Being part of the highly dynamic entertainment world, the media content business is subject to constant change involving a high throughput of temporary production staff. New productions mean that we suddenly have an influx of people at a particular site, almost overnight. Our IT services and solutions therefore need to be quite simple, so that teams can be up and running quickly with what’s available to them.

The way we support these users needs to be flexible because they are used to working with a variety of systems on different assignments. It means we have to offer them a vanilla type of service; but occasionally we have to step outside that box and give them something different.

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Every time I’ve needed to change something or bring in something outside the schedule, Ultima’s service management staff have responded positively and done whatever is necessary to give us what we need.

They will always try to make any solution as cost-effective as possible and recommend improvements - but without questioning our judgement. It’s the kind of added value that tells us at FremantleMedia we’re being looked after. ”

Adam
Operations Director
FremantleMedia



ABOUT ULTIMA

Ultima is a leading IT infrastructure, security and management company focused on the provision of tailored solutions and services including the design, deployment and on-going support of complex environments that are based on industry leading technologies. These solutions and services are delivered by Ultima's extensive teams of highly skilled technical personnel that include Solutions Architects, Consultants, Engineers and Project Managers.

With over 24 years' experience of providing cutting edge IT solutions, and a consistent record of delivery, Ultima is ideally placed to deliver end-to-end and complementary IT services to your business. Ultima has a proven track record of supplying enterprise-class solutions into a wide range of environments and has a mission to be recognised as the UK's leading independent provider and maintainer of IT infrastructure solutions and services.

Ultima is one of only a few certified partners in the UK that is qualified to offer true end-to-end services that are backed by comprehensive lifecycle support. We maintain dedicated technology practices within our Services Division, ensuring that our consultants have the necessary support required to become subject matter experts. Our team of professionals have years of real world technical experience, spanning multiple generations of core products and solutions.



ABOUT ULTIMA

SUPPLY CHAIN

Ultima provides end-to-end fulfilment services ranging from product acquisition, configuration and stock holding, as well as shipment throughout the UK and EMEA, asset tracking and decommissioning. Many of these services can be managed through our Client Relationship Management system.

- Product Fulfilment
- Warehousing
- Configuration
- Delivery and IMAC Services
- Maintenance
- End of Life Services

SOLUTIONS AND SERVICES

Ultima maintain one of the most comprehensive professional and consultancy services divisions in the UK IT market, with 70% of our employees operating in a technical capacity across four key practice areas. You can utilise these skills by either engaging Ultima for end-to-end assistance or for help with an aspect of a project where you need to plug in a specific technology or skillset.

- End User Computing
- Data Centre
- Network and Security
- Messaging and Collaboration

MANAGED SERVICES

Ultima has over 12 years' experience in delivering proactive Managed Services and co-sourced Support Desks. Our qualified on-site staff are able to provide 24x7 technical support across a range technologies such as Microsoft, Citrix, VMware and Cisco from our purpose built, ISO27001 accredited Support Centre.

- Managed Services
- Managed Network & Security
- Unified Telephone Support
- Hosted Managed Services
- Service Desk Support

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