

## Office Relocation Used as Catalyst to Refresh Technology and Increase Employee Productivity



Thomas Miller is a provider of business services to insurance 'mutuals', specialist insurance sectors, asset management and wealth creation vehicles with an exceptionally strong service ethos. With 550 employed worldwide and offices in four continents, Thomas Miller has been a market leader since it was founded 125 years ago.

Thomas Miller has 4 primary areas of business:

- Transport insurance
- Professional indemnity
- Speciality businesses – claims handling, loss prevention, risk management, legal advice, investment management and insurance products such as "After the Event" insurance for legal costs
- Investment Management – managing funds on behalf of mutual insurance businesses, charities, captive insurance companies, pension funds, offshore private trusts and private individuals

### Customer Comment

"Kelway's engineers, team leaders and project managers were efficient, reliable and worked seamlessly with our own IT team. Consequently, this critical business project was completed successfully, on time and on budget."

**Alan Dainty**  
IT Services Manager  
Thomas Miller

### Issues & Challenges

- Relocation of London Head Office with upgrade to 350 desktops, 90 laptops and a software refresh throughout
- Included technologies used by the back office, front office and 'power users' requiring high performance applications and laptops used by senior managers
- Efficient procurement and roll-out essential to minimise impact on the business

### Kelway Solution

- Full review of alternate technologies with Proof of Concept and Product Evaluations
- Joint selection - HP infrastructure: desktop, laptop, blade and EVA technology
- Consider the site to be 'greenfield' and work within restricted building access and adopt appropriate Health & Safety approach
- Five stage project over 2 months:
  1. Server Migration – managed over 2 weekends
  2. PC and laptop roll-out – procurement of 350 new HP desktops, 90 HP laptops and Samsung monitor, EVA SANs and

HP Blade servers. PCs configured and image deployment handled as part of phased roll-out

3. Relocate existing technology – existing desktop technologies and peripherals were migrated outside of normal hours to minimise impact on staff
4. Onsite resource – Kelway technical resource working alongside Thomas Miller's Helpdesk to resolve minor technical issues / support users as required
5. Disposal – carried out in line with disposal regulations

### Results & Benefits

- Entire desktop estate operational from day 1
- No service interruption for users
- Upgraded applications improved productivity and end user experience

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