



Device estate refresh provides enhanced business continuity and agility for The Best Connection Group

Published:

Established more than thirty years ago, The Best Connection Group (TBC), has since grown to become one of the UK's foremost, multi-sectoral, temporary workforce providers.

With more than 85 branches across the country, 700+ employees and access to over 300,000 workers, it's built

a reputation delivering high-quality, consistent and flexible temporary recruitment solutions.

Key Facts

1 Leading UK temporary recruitment provider

2 85 branches, 700+ employees and 300,000+ temporary workers

3 Commitment to delivering high-quality flexible recruitment solutions

The Challenge

TBC has worked with Softcat for a number of years. Its existing device estate, built on a thin client architecture, had been procured through Softcat on a five-year plan. "We've undergone many changes as a business in recent times and decided to bring forward a complete device estate refresh to compliment and support other major projects within the business. Having had a longstanding relationship with Softcat on many projects over 20 years,

we contacted our account manager, along with other major IT providers, to propose potential alternatives to our existing estate. We needed a solution that would improve our organisational agility, help enhance overall business continuity and replace our existing Windows 10 operating system which was approaching end of support (EOS)."

- David Morton - Head of IT

Critical Success Factors

Improve IT infrastructure to support major business project

Refresh device estate to improve business continuity and agility

Replace Windows 10 with Windows 11 Operating System

The Solution

"During our initial discussions with Softcat, we were offered a number of potential solutions. Softcat's account management team had made the effort to identify what types of hardware would suit our specific business needs and provided equipment on site to test its suitability; but they went much further to add value." Natalie Floyd - Services Delivery Manager.

On top of the hardware order, Softcat designed a complete project solution, including bringing on board Greensafe, a leading UK Asset Lifecycle Services provider. This enabled TBC to take advantage of additional services, including product asset tagging, testing, device configuration, on-site delivery and hardware set up. Softcat and Greensafe provided TBC with a shopping list of items that they could choose from to ensure a fit-for-purpose solution to support their ongoing and future-focused business activities.

wide screen monitors rather than twin monitors. Delivery partner, Greensafe, would preconfigure and deliver the devices to TBC's individual sites. Dedicated engineers would collect the hardware to save on delivery costs, install the docks and screens and rollout the laptops to individual users across multiple sites.

"Throughout the project, which lasted around six months in all, we had weekly meetings with Softcat to ensure everything ran smoothly," said Natalie. "In all, Softcat provided a suite of Dell Latitude laptops and docking stations and around 600 Phillips curved monitors - providing a better value alternative to twin monitors - across 80 locations."

Softcat proposed replacing the thin client architecture with individual Windows 11 OS laptops, docking stations and

Solution Highlights

Identification of suitable hardware for device estate refresh

Collaboration with Greensafe to ensure fit-for-purpose device configuration

Delivery, device set up and on-site installation

The Benefits

"The new device estate provides the flexibility, agility and business continuity we need as an organisation. It's delivered on-site flexibility through enabling hot desking and increased capacity to operate remotely if circumstances beyond our control, such as power outages or bad weather, disrupt on-site activities."

David Morton - Head of IT

Softcat worked to secure a significant discount on the cost of the monitors, and with Greensafe's engineers managing the implementation, the solution was able to save around 35 days of work for Best Connection Group's internal IT team.

high-specification devices provide a much-improved user experience. Softcat provided ongoing support whenever we needed it, everything in the quote was delivered as promised and we have the added satisfaction that old devices will be disposed of sustainably as part of the package."

"Aesthetically, the office now has a much more modern look," said Natalie, "and the additional capabilities of the

"The successful delivery of this project was facilitated by the implementation of Microsoft Modern Management, which enabled seamless configuration of devices to Best Connection's user profiles. This ensured that when engineers arrived on-site, the time required to replace legacy machines with new Dell devices was minimised, thereby reducing downtime. Continuous and open communication with the team at Best Connection was crucial to the project's success, and this achievement is a testament to the dedication and involvement of David, Natalie, and the wider team."

Harry Christopher
Senior Workspace Advisor & Deputy Team Leader

"I'm in regular contact with our account manager and Softcat always finds the relevant resources to support us with the task in hand," said David. "The wide-ranging support resources available through Softcat's account management, security and project teams represents a

real value add. Their ability to help us make the right procurement decisions ensures a robust return on every investment and represents better overall value than we could achieve through a generic box shifter."

Benefits at a Glance

Increased business agility and resilience

Enhanced end user experience

Significant value add through associated support services

Why softcat

"We've grown to trust Softcat during the years we've worked together," said David.

"Our account manager Matt is always on hand to provide advice and guidance when we need it, and it's that close contact with committed professionals such as our Workspace Specialist Harry that genuinely know their stuff and are willing to do the hard yards that adds value and makes all the difference."

The Softcat Team

Matt Topless:
Softcat Client Director

Harry Christopher:
Senior Workspace Advisor & Deputy Team Leader