

# From transactional to transformational: Buzzacott's modern workplace journey

Published:

**Buzzacott is a UK-based accountancy and business advisory firm with a single office in London and a strong international reach.**

With over 450 specialists working together under one roof, the firm offers a wide range of services including audit, tax, corporate finance and outsourced accounting.

Buzzacott is known for its collaborative culture, long-term client relationships and commitment to helping people and businesses thrive.

## Key Facts



## The Challenge

Buzzacott was facing many familiar challenges, desk spaces needed updating and its end-user devices were due for a refresh to support the move to Windows 11. But this wasn't just about new monitors or swapping out laptops. For Mark Parr, Head of Technology, it was an opportunity to rethink how technology could support the business more strategically.

"When I joined Buzzacott, they had a relationship with another reseller, but it felt very transactional," Mark explained. "Where I wanted us to get to was having partnerships where it wasn't transactional, where it was about being supported to deliver what we want to support."

Having worked with Softcat during his time at a global law firm, Mark knew the value of a trusted partner. He reconnected with Softcat and quickly set the tone for a more collaborative relationship. The goal was clear - move away from a CapEx model, embrace OpEx, improve sustainability, and give Buzzacott's people the tools they needed to thrive.

"We were going from a completely changed CapEx model into OpEx," said Mark. "We were leasing devices, refreshing offices, and talking about digital employee experience."

## Critical Success Factors

Monitor roll out and sustainable disposal of devices and peripherals

Intune/Autopilot Implementation, ensuring a smooth rollout of windows 11 ready devices

A flexible procurement model that supported OpEx

## The Solution

**Softcat stepped in with a solution that ticked all the boxes. The partnership kicked off with a successful tender win, after Softcat evidenced the same skills and proficiency that Mark had already experienced in his previous role.**

The first win came quickly, with Softcat helping Buzzacott secure a three-year deal on Microsoft E5 licensing, freeing up budget for other priorities.

Next came the desk modernisation project. Removing a legacy 2x monitor and dock solution and replacing it with a single 34" Philips docking monitor, to keep in the theme of Buzzacott's sleek new premises.

"We stripped out 600 desks and 1200 monitors in two weekends," Mark recalled. "When my colleagues came back to work on Monday, they just sat at their desks. Everything was ready to go."

The rollout was coordinated by Buzzacott's project manager Angie Gomez, and the experience was seamless. "People would normally expect that kind of change to take weeks, if not months," said Mark. "We delivered it really quickly."

Finally, the W11 modern management/device refresh project. Buzzacott had traditionally used HP, but Softcat facilitated demos and internal polling that led to a shift towards Microsoft Surface devices. "This was the first time Colleagues had been empowered to choose their

devices," Mark said. "That gave them ownership and pride in the decision."

Softcat unlocked Microsoft ECIF funding to support Buzzacott with the ground up building of Autopilot, device configuration via Autopilot and roll out logistics, **saving over £400 per device**. Devices were procured via a flexible APA lease with HPE Financial Services, allowing quarterly payments. Softcat managed everything: logistics, testing and storage, so Buzzacott could focus on the rollout.

Intune/Autopilot implementation was led by Dan Ellis (Softcat Senior Technical Consultant), and Changing Social provided onsite training and handover support for users. GreensafeIT set up a tech bar with onsite engineers, to allow smooth and scheduled handover of new devices, and removal of legacy devices.

All used devices were then responsibly wiped and recycled through N2S, with full WEEE certification and sustainability reporting provided. Furthermore, Buzzacott received a substantial credit back through Softcat's buyback process for all legacy kits across both projects.

## Solution Highlights

Uninterrupted desk technology refresh

Microsoft Surface rollout with ECIF funding

APA leasing model via HPE Financial Services with sustainable device buyback and recycling through N2S

## The Benefits

The impact was immediate. Buzzacott's people were not only equipped with better devices - they were empowered. The new kit improved performance, battery life and user satisfaction. Staff could choose their own devices, regardless of grade, and that made a real difference.

"We asked the firm to vote - HP or Microsoft," said Mark. "Normally that's a decision they don't get involved in, so already they felt invested. Then we said, you can choose your device, regardless of grade. That's phenomenal." Operational efficiency also saw a huge boost. Device builds that used to take 10 days were now done in

minutes. The service desk team, once bogged down with manual builds, could now focus on strategic support and productivity tools.

"You'd walk into my IT department and see people with five machines around them pressing next, next, next," Mark said. "Now it feels like you're walking into an Apple store."

The new setup also enabled Buzzacott to pilot Microsoft Copilot and other productivity tools. "We're doing Copilot testing now and the business is coming to us with ideas," said Mark. "That's the real step change - they trust the tech and they're thinking about innovation."

## Benefits at a Glance

Huge time savings and improved operational efficiency

A more empowered and satisfied workforce

Strong alignment with ESG and sustainability goals

## Why softcat

**"It doesn't feel like I buy a service from Softcat - it feels like we're all part of one team trying to achieve the same aim. Every single person at every level takes the time to chat, pay attention and listen. That's why we'll keep using Softcat."**

Mark Parr, Head of Technology