

Bidvest Noonan Scales Device Lifecycle Management with Softcat

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Bidvest Noonan is a customer focused facilities management services group employing more than 27,000 people across the UK and Ireland.

For nearly fifty years, the organisation has supported customers across critical environments with services in cleaning, security and specialist FM. The business is rooted in strong relationships, community impact and a clear purpose to proudly create safer and healthier

communities today for tomorrow. Its people play vital roles in workplaces, public spaces and essential settings, helping clients deliver exceptional experiences while meeting the highest industry standards.

Key Facts

1 Market leading FM provider operating across the UK and Ireland with over 27,000 employees.

2 Nearly five decades of delivering essential services for customers across multiple sectors.

3 Purpose driven organisation committed to safer, healthier communities and award-winning service.

The Challenge

As Bidvest Noonan continued to grow and its established operations across the UK and Ireland increased in scale, the organisation's approach to device provisioning needed to evolve to match the scale and pace of the business. A model that had previously worked effectively began to face new demands as device volumes increased and operational complexity grew.

Historically, device preparation and deployment had been handled internally, which provided a high level of familiarity and control. However, as the organisation scaled, this approach required careful adaptation to ensure it could continue to support a fast-moving, geographically distributed workforce. "We did everything in-house... and that was working ok at our scale at the time." explained Keith Busfield, Operations Infrastructure Manager.

The organisation's long-standing operations across multiple regions carried their own logistical considerations. Cross-border operations required a more streamlined and consistent approach to ensure devices could continue to be delivered efficiently wherever employees were based. As the business expanded, it became increasingly important to establish processes that could operate seamlessly, despite employee location.

The pace at which Bidvest Noonan operates also placed unique demands on IT services. The organisation frequently mobilises new contracts at speed, requiring

technology to be available in line with specific timelines. Phil Payne, Director of IT Customer Experience, highlighted this dynamic: "Bidvest Noonan and our many of our customers operate in a really agile way, so we always want to be poised and ready to start mobilising devices for a contract as soon as possible to deliver that high standard of service". Ensuring that devices were ready when and where they were needed became a key consideration.

As the organisation matured, there was also an opportunity to bring greater consistency to device management processes. Bringing together different working practices into a unified approach would help simplify support, improve scalability and create a more seamless experience for employees. Phil explained: "We needed to move towards a more consistent, consolidated and easy-to-support IT estate".

Alongside these operational factors, the organisation was continuing its broader journey towards a more structured and scalable IT service model. This meant evolving from highly personalised, manual processes towards approaches that could support a much larger, more dynamic workforce. Bidvest Noonan recognised the need for a flexible, scalable model that could support its continued growth, maintain service quality, and enable teams to operate with confidence across both regions.

Critical Success Factors

A unified, scalable device lifecycle model, consistent across borders.

Faster, automated provisioning that reduced delays and enabled rapid mobilisation of new staff and contracts.

A flexible and collaborative partner able to adapt services, integrate systems and evolve with the organisation's growth.

The Solution

Softcat partnered with Bidvest Noonan to design a bespoke managed device lifecycle (MDL) service tailored to its operational realities across the UK and Ireland.

Unlike a rigid, predefined service, the model was built around flexibility and simplicity.

James Wylie - Softcat Sales Manager, highlighted the bespoke nature of the setup. "It is not a formal MDL service like we would usually provide, it's bespoke to Bidvest Noonan. They have a shopping list of stuff that they need, and we're able to provide these services for them." This approach enabled Bidvest Noonan to select the exact components required while retaining the ability to evolve the service over time.

The first phase focused on simplifying the core workflow. Keith described their strategy: "We wanted a simple service, to make sure the basics were being done exceptionally." The fundamental service included imaging, profile preparation, asset tagging, storage, delivery to end users, and device collection and recycling.

Softcat orchestrated the operational elements across its two key partners, Green Safe in the UK and Vyta in Ireland. Crucially, Softcat acted as the single point of accountability. As Phil put it, "Softcat are our supplier... if there is any need to coordinate between Green Safe and Vyta, we trust that Softcat will do this on our behalf and find a solution so that we only have to deal with one supplier."

For new starters, this transformed operational readiness. Phil explained their new model: "We are now starting to automatically ship to their home address two days before their start date." This ensured frontline staff arrived on site with devices ready to work, aligned to the organisation's fast paced hiring environment.

Softcat also enabled major transformation projects. During a large acquisition, the company delivered a full device refresh for the incoming workforce. Keith estimated "nearly 300" devices were deployed. Phil recounted, "We were able to just rock up and there are piles and piles of laptops and phones ready to go, something that would not have been practical to achieve without the service."

The model also supported complex office moves. Keith said, "The Green Safe guys turned up in force and just cleared and fitted offices in a day." Across closures, relocations and new openings, Phil reported, "I received zero escalations, which is a huge indicator of success."

Over time, the partnership deepened. Phil explained, "We now know how we want our device service to work and we are really ready to drive that change and innovation". The collaboration matured into a consistently evolving service that supported Bidvest Noonan's organisational journey.

Solution Highlights

Bespoke MDL service combining imaging, storage, delivery, collections and sustainable recycling across the UK and Ireland.

ECAT automation eliminating manual processing delays and integrating with ServiceNow for seamless fulfilment.

Unified coordination across Green Safe and Vyta through Softcat acting as the single strategic partner.

The Benefits

The impact of Softcat's solution has been transformative for Bidvest Noonan across operational performance, employee experience and strategic capability.

Turnaround times improved significantly. Phil explained his confidence in Softcat's performance: "I'm really confident in Softcat's ability and the service in general, we've experienced a fantastic level of consistency where kit has always been delivered within a 48 hour window." The consistent three-day deployment SLA enables immediate, consistent onboarding and fast contract mobilisation.

Automation and offloading of manual tasks freed the IT team from time consuming logistics, with Softcat's model, internal workload reduced and strategic focus increased. Cross border efficiency was increased across the board. Phil described how the new model supports operations. "we're now confident that we can operate in a consistent manner, no matter where that may be."

The service also strengthened acquisition integration and organisational agility. Following an acquisition, the

new teams provided highly positive feedback on the professionalism and speed of deployment. As mentioned previously, when one newly acquired organisation had 300 devices rolled out in a day, Keith stated: "They turned around and said it was unbelievable how efficiently it was done, and that they had not experienced anything like that before."

More broadly, the partnership has supported the organisation's ability to operate at pace while maintaining high service standards. As Phil noted: "Because we use Softcat, we can meet the agility demanded of us by the industry we work in".

Above all, the partnership with Softcat delivered reliability, responsiveness and trust. Keith praised the team directly. "Whenever an issue crops up, we get around it because Heidi [Heidi Skinner - Dedicated Sales Support] is so brilliant and James is so brilliant."

Benefits at a Glance

Consistent three-day device deployment supporting rapid hiring and fast contract mobilisation.

Significant reduction in IT workload and manual processing through automation and partner managed operations.

Scalable and reliable device logistics enabling acquisitions, relocations and cross border consistency.

Why Softcat

Bidvest Noonan chose Softcat because of the strong partnership, outstanding support and ability to flex around the organisation's needs.

Keith highlighted the unique blend of capability and personal service. "The abilities of Softcat across such a wide portfolio is fabulous. Despite Softcat being a huge organisation we have still got somebody to talk to, and it feels like a really personal service and relationship." Phil reinforced the trust built over time. "The day-to-day operational support we get from Heidi is second to none, and the flexibility and the capability that Softcat are bringing to bring is really exciting."