



How Chatham House benefited from outsourced IT services from SDT.



“SDT are very professional and can always be relied upon to provide Chatham House with an excellent level of support for their IT systems.”

Paul Curtin
Finance Director

An Outsourced IT service model for

The Royal Institute of International Affairs

Business Situation

Chatham House has been the home of the Royal Institute of International Affairs for nearly nine decades. Its mission is to be a world-leading source of independent analysis, informed debate and influential ideas on how to build a prosperous and secure world for all.

The Chatham House Rule, famous worldwide for facilitating free speech and confidentiality at meetings, originated at Chatham House which is based in St James's Square in London.

The Challenge

Chatham House had previously outsourced IT support through a resource-based contract but was looking for a more pro-active, strategic and structured approach to managing their IT systems and supporting their users. In addition, Chatham House was seeking to enhance their IT infrastructure in order to provide a more resilient system for its staff and members. However, a clear and decisive strategic plan was first needed to ensure that any investment would suit not only their immediate business needs, but also allow for growth in the future.

How SDT Helped

SDT commenced with an on-site analysis of the existing IT environment to identify the technology that was in place and the services being provided by the existing contracted staff. This also helped identify how the support services were being delivered.

On completion of the analysis, SDT recommended firstly upgrading the old and ageing server infrastructure and secondly providing a clear and defined agenda to ensure a successful transition to a more measurable and efficient outsourced service model.

One of the major changes proposed by SDT was to reduce the existing resource based contract model and replace it with one based on high level strategic guidance and proactive support. In this, SDT would provide a weekly onsite presence to manage and guide the on-site contract staff to ensure that both the immediate and future needs of Chatham House were achieved.

SDT's suggestions were adopted and discreet projects have been planned and implemented including AD Domain upgrade, implementation of Email Archiving, Server Virtualisation and implementation of Citrix XenApp. These measures have not only reduced the level of support required but also provided remote access capabilities for mobile staff as well as providing a resilient platform upon which to build.

Business Benefits

Engaging the outsourced services of SDT, Chatham House has experienced significant benefits in the reliability and resilience of their systems. Support requests have reduced and the strengthened infrastructure is now poised to support the future needs of Chatham House.